

Desktop Management Overview

CoverIT Desktop Management brings stability to your desktop environment, allowing you to focus on your core business operations, with fewer interruptions. Through proactive management, CoverIT Desktop Management uncovers potential problems and corrects the conditions before trouble strikes. With features such as patch management, backup verification, desktop performance monitoring and optional image management, we assure that desktop environment will be optimized and available.

Desktop Management Challenges

Do you find that your IT technicians always seem to be reacting to desktop issues that you suspect could have been avoided in the first place? If that's the case, you probably don't have a proactive maintenance program that can reduce the number of problems you encounter. Without a process in place to proactively manage the desktop environment, your problems will only continue to grow, as well as the costs associated with mitigating these problems. You need a proactive approach to desktop management to avoid desktop problems and lower your IT costs.

Benefits to Your Organization

Compugen's experienced and certified IT professionals follow best practices to deliver a comprehensive service, at a reduced cost compared to in-house staff. Through proactive IT management, we help you manage your IT – so it doesn't manage you. Predictable IT budgeting allows you to more-accurately forecast your operational IT expenses. An optimized desktop environment improves performance and availability,

while reducing costly downtime. With fewer interruptions to your operations due to problems, you can focus on what you do best – your business.

Service Features

CoverIT Desktop Management includes an extensive feature set to optimize the performance and availability of desktop devices, maximizing employee productivity while reducing ongoing maintenance and support costs:

Proactive Desktop Management

- Designated remote desktop administrators
- Management of system/network access privileges
- Proactive administration and maintenance
- Analysis and correction of potential problems based on monitoring results
- Automated verification of successful backups
- Analysis of patch deficiencies and proactive patch management

24 x 7 Performance Monitoring

- System Performance Monitoring - pre-failure fault indicators, system utilization and key performance indicators
- Alerts when performance thresholds are exceeded
- Data captured for trend analysis

Image Management

- Image development, testing and refresh



Key Service Operations Processes

- Problem Management to determine the root cause of recurring issues and prevent recurrence
- Change Management process aligned with the customer procedures
- Asset and configuration inventory
- Monthly executive status reporting

Service Level Management

Your Service Delivery Manager handles technical account issues, escalations and contract changes, and conducts periodic reviews to ensure CoverIT service levels meet your needs.

	Assist	Support	Manage	Strategize
Desktops & Peripherals	Help Desk	Desktop Support	Desktop Management	Trusted Advisor
Servers & Applications	Systems Readiness Audit	Systems Support	Systems Management	
Storage & Backup				
Communications Infrastructure				
Virtualization				
Enterprise Security	Security Mgmt Audit	Security Support	Security Management	
Managed Output	Print Management Audit		Print Management	

Technologies Covered

With deep partnerships and strategic alliances within the IT industry, Compugen has you covered with support for desktops, laptops, PDAs, mobile devices, printers and desktop applications.

With 15 locations coast to coast, we can meet your needs for full technology lifecycle management on a local or national scale. Contact us for further information on how Compugen's CoverIT Managed Services can keep your IT environment running smoothly, while reducing cost and freeing up your valuable IT staff.



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