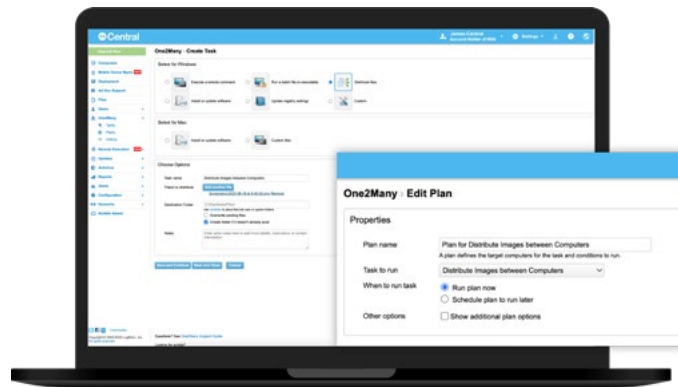


# Central Features & Benefits



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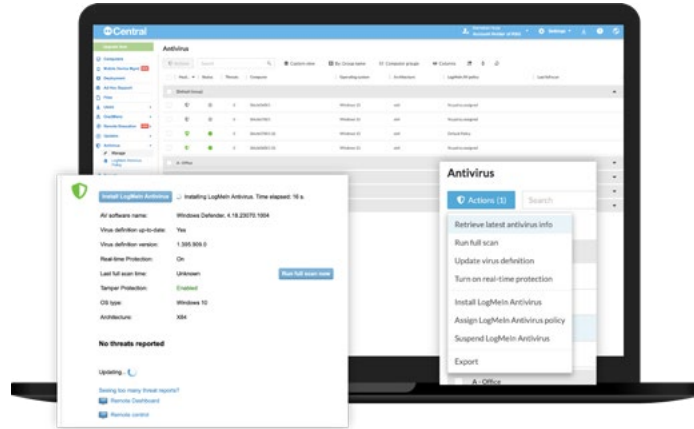


Feature	Benefit
<p><b>One2Many Automated Task Management</b></p> <p>Install or update software, distribute files, run scripts, and automate manual tasks across multiple computers simultaneously.</p>	<ul style="list-style-type: none"> <li>• Deploy and automate routine IT tasks to increase productivity, optimize resource allocation, and maximize security.</li> <li>• A mass deployment tool that offers automation, machine maintenance, and task delivery.</li> <li>• Take back your time and be an IT hero with automated task management capabilities.</li> <li>• Automate remote commands or update registry settings, and get back to the bigger projects that matter most.</li> <li>• Mass or individually deploy to destination folders on select endpoints.</li> <li>• Utilize JavaScript to perform comprehensive Windows update on remote computers.</li> <li>• Run tasks immediately or per a schedule.</li> </ul>
<p><b>Advanced Scripting</b></p> <p>Powerful command-line scripting lets you install software or push files to multiple devices at the same time.</p>	<ul style="list-style-type: none"> <li>• Run PowerShell, a powerful command-line shell and scripting language, across multiple computers simultaneously.</li> <li>• Save time, eliminate repetitive tasks, and reduce IT cost by running CMD or PowerShell commands across multiple computers at the same time.</li> </ul>

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Feature	Benefit
<p><b>Proactive Alerts</b> Set up, monitor, and take action on alerts to address potential performance and security holes before they occur.</p>	<ul style="list-style-type: none"> <li>• Take your IT support from reactive to proactive.</li> <li>• Receive critical system alerts in real time and address potential issues before they occur.</li> <li>• Monitor computer health and take action on alerts to resolve concerns before they become problems.</li> <li>• Monitor any software/hardware changes including hard drive errors and stay ahead of risks.</li> <li>• Set up alerts for performance (CPU), maintenance (folder size, file size), and general support (if a user installed software, missing hardware.)</li> </ul>
<p><b>Self-Healing Alerts</b> Combine proactive alerts with One2Many automated task management to enable common problems to solve themselves.</p>	<ul style="list-style-type: none"> <li>• Combine proactive alerts with One2Many to prevent the need to address the same issue more than once.</li> <li>• Add solutions ahead of time, allowing the alert to solve the problem without any human intervention.</li> <li>• Actively protect your business by customizing alerts on system and endpoint status.</li> <li>• Identify and close security gaps in real time.</li> </ul>

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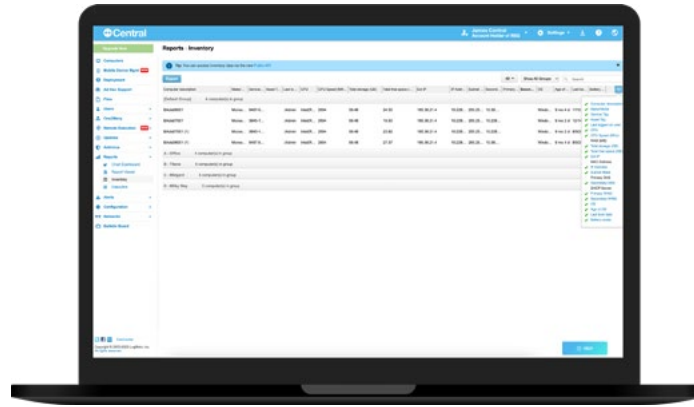


Feature	Benefit
<p><b>Patch Management</b> Identify, approve, and deploy patches to one or multiple devices.</p>	<ul style="list-style-type: none"> <li>• Quickly identify vulnerable third-party applications and automatically deploy patches to keep your software up-to-date and protected against threats.</li> <li>• Perform multiple updates simultaneously behind the scenes with no interruption to end users.</li> <li>• Schedule and push out critical software updates during off hours.</li> <li>• Automate software updates on remote computers to save time.</li> <li>• Securely deploy Windows and application updates to out-of-date endpoints.</li> </ul>
<p><b>Windows Updates</b> View, manage, and automatically update your Windows systems at any time.</p>	<ul style="list-style-type: none"> <li>• Centrally manage and view your Windows updates status, including when a new update is available.</li> <li>• Provide service packs and patches for the Windows operating system and other Microsoft software.</li> <li>• Update drivers for popular hardware devices.</li> <li>• Prevent future issues by scheduling updates.</li> </ul>

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Feature	Benefit
<p><b>Application Updates</b> Easily and automatically deploy third-party application updates to out-of-date devices.</p>	<ul style="list-style-type: none"> <li>• Get a clear view into out-of-date software and better control your IT assets.</li> <li>• Monitor computers for outdated or at-risk software, including Adobe, Java, web browsers and more.</li> <li>• Push software updates directly to all or select computers and groups.</li> <li>• Manage and perform multiple updates silently without interruption to end users without interruption to end users or remote computers.</li> <li>• Automate software updates on remote computers to prevent future issues.</li> <li>• Gain greater insight into a broader array of software on every computer.</li> <li>• Spend less time on maintenance and more time on strategy thanks to streamlined updates.</li> <li>• Gain stronger confidence in the security of your endpoints through proactive management of issues.</li> <li>• Gain flexible, efficient control over your networks with automated and scheduled updates.</li> </ul>
<p><b>Antivirus Management</b> Easily monitor and manage antivirus software to ensure your endpoints are protected.</p>	<ul style="list-style-type: none"> <li>• Request status updates, view a list of threats, initiate scans, and more.</li> <li>• See all the issues that exist with a computer, a list of ways to solve those issues, and a quick link to remote into the computer to fix the errors.</li> <li>• Manage the antivirus software you already have deployed or take advantage of our built-in antivirus license software and keep all your managed computers secure.</li> <li>• Save time and money with included antivirus software.</li> <li>• Receive alerts if there are any threats.</li> <li>• Manage antivirus software from a single dashboard.</li> <li>• Identify which endpoints need updates or patches.</li> </ul>
<p><b>Antivirus Powered by Bitdefender</b> Powerful antivirus that protects from viruses, malware, ransomware, phishing attacks, and sophisticated online threats.</p>	<ul style="list-style-type: none"> <li>• Ensure your endpoints are protected with world-class security and control.</li> <li>• Customize your antivirus protection with configurable policies for all devices in your account or for specific groups of computers.</li> <li>• Consolidate your antivirus software into Central for a single-pane-of-glass view into your endpoint infrastructure.</li> <li>• Give or rescind capabilities to users with Firewall protection.</li> <li>• Schedule quick local, full, and sophisticated scans to examine endpoints in depth for viruses, including memory, hard drive, file systems, and external devices connected to the computer.</li> <li>• Get real-time notifications of threats with Real Time Protection (RTP) that continuously inspects the computer's memory and file system.</li> <li>• See scans of HTTP traffic for malware.</li> </ul>

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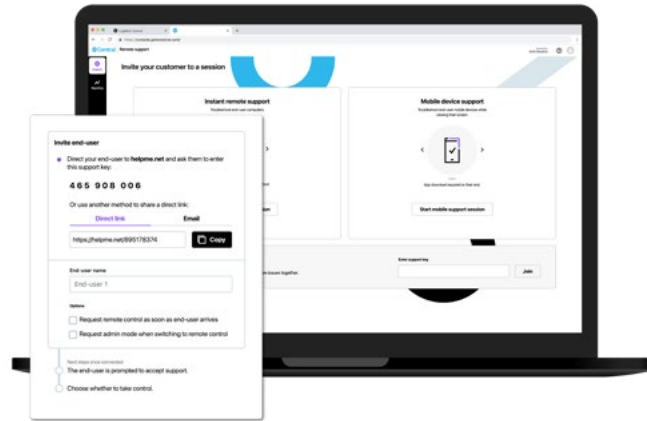


Feature	Benefit
<p><b>Asset Management</b> Manage software inventory.</p>	<ul style="list-style-type: none"> <li>• Identify unauthorized software installed on users' or employees' computers.</li> <li>• Easily identify what is installed on each machine to boost security, avoid gaps, and take swift action if needed.</li> <li>• Pinpoint unauthorized flash/external drives connected to computers.</li> <li>• Confirm software versions are on the latest stable and secure build.</li> </ul>
<p><b>Proactive Alerts</b> Set up, monitor, and take action on alerts to address potential performance and security issues before they occur.</p>	<ul style="list-style-type: none"> <li>• Take your IT support from reactive to proactive.</li> <li>• Receive critical system alerts in real time and address potential issues before they occur.</li> <li>• Monitor computer health and take action on alerts to resolve concerns before they become problems.</li> <li>• Monitor any software/hardware changes including hard drive errors and stay ahead of risks.</li> <li>• Set up alerts for performance (CPU), maintenance (folder size, file size), and general support (if a user installed software, missing hardware).</li> </ul>

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Feature	Benefit
<p><b>Dashboard &amp; Reporting</b> Instantly view, track, monitor, and report on your entire IT infrastructure.</p>	<ul style="list-style-type: none"> <li>• Get a single-pane-of-glass view into remote access sessions.</li> <li>• Analyze account activity and customer reports to keep a finger on the pulse of your critical systems.</li> <li>• Easily audit security with activity and usage reports including who logged in when and from what IP address.</li> <li>• Report on the data that matters most such as inventory, CPU usage, and installed software.</li> <li>• Easily export reports for CPU usage, disc space, software changes, computers offline, and more.</li> <li>• Produce customized reports at the hardware, software, and systems level.</li> <li>• Drill-down data at specific endpoints – from software inventory to user profiles.</li> <li>• Instant access to configurable reports and data from anywhere to help stay secure and compliant.</li> </ul>
<p><b>Computer Audit &amp; Inventory</b> View and report on your IT infrastructure.</p>	<ul style="list-style-type: none"> <li>• Instantly view and report on your entire IT infrastructure to monitor the age of your critical systems.</li> <li>• Track and monitor your endpoint inventory with ease.</li> <li>• Review side-by-side comparisons of historical hardware, software, and system inventory data by date to track changes over time.</li> </ul>
<p><b>Executive Reports</b> Generate a fixed-format report that provides a 30-day overview of key data.</p>	<ul style="list-style-type: none"> <li>• Provide customers and stakeholders with additional insight into the value of the services they provide.</li> <li>• Generate pie charges for the number of computers by Windows updates, antivirus, OS type, and disk space status.</li> <li>• Produce graphs for the number and total time of remote control sessions held per day.</li> <li>• Create pie charges for the number of alerts reported per day vs. the number acknowledged, or the number of antivirus threats reported per day vs. the number of threats handled.</li> </ul>

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Feature	Benefit
<p><b>Unlimited Ad Hoc Sessions</b> Ability to support anyone, anywhere, seamlessly with unlimited one-off sessions.</p>	<ul style="list-style-type: none"> <li>• Access devices in office, at remote workstations, hybrid work environments, on-network devices, off-network devices, or personal devices without pre-installed software or needing to add them permanently to your account.</li> <li>• Remote control devices on-demand to solve issues faster.</li> <li>• Support employees in one-off sessions by controlling devices with the click of a button as if you were sitting in front of it.</li> <li>• The ability to connect to any device effortlessly with zero-download remote view functionality.</li> <li>• Easily share files with end users while in remote support sessions, for seamless back-and-forth data transfers.</li> </ul>
<p><b>Multi-Platform Support</b> Provides ad-hoc multi-platform support for Windows, Mac, iOS, and Android so you can easily support any tech issue on any device.</p>	<ul style="list-style-type: none"> <li>• Ensure fast, frictionless support for Windows, Mac, iOS, and Android.</li> <li>• Access devices remotely from a browser, desktop, or app (iOS or Android).</li> <li>• Deliver ad hoc capabilities across both desktop and mobile, including features like zero-download remote view and remote control, flexible join flows, admin mode, and multi-session handling.</li> <li>• Use remote screen view on any iPhone or iPad running iOS 11+, and remote view and control on any devices running Android 6+ with Mobile Device Support.</li> </ul>

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Feature	Benefit
<p><b>Flexible Join Flow</b> Multiple ways to start a remote support session to begin troubleshooting.</p>	<ul style="list-style-type: none"> <li>• Choose the right connection method for any situation.</li> <li>• Invite end users to join a session by support key, direct link, email link, or SMS.</li> <li>• Ease of use for end user, giving them the flexibility to choose a connection method with which they are comfortable and familiar.</li> <li>• Easily run tasks in Admin mode without needing end users to enter credentials, allowing them to connect without extra steps or complexity.</li> </ul>
<p><b>Guided Agent Flow</b> Intuitive visual cues to guide end users through beginning a remote session.</p>	<ul style="list-style-type: none"> <li>• Starting a session is now simpler than ever for both the end user trying to join the session and the agent trying to guide them through it.</li> <li>• Helpful for end users who are less tech-savvy, providing step-by-step instructions on what to do next.</li> <li>• Gives the agent insight into where the end user is in the process of beginning a session, allowing faster issue resolution with less wait time.</li> <li>• Provide peace of mind for end users, with no downloads required and total control over ending a session.</li> </ul>
<p><b>Multi-Session Handling</b> Simultaneously handle multiple sessions at a time.</p>	<ul style="list-style-type: none"> <li>• Do more with less and optimize your resources by toggling between sessions.</li> <li>• Save time and solve more issues faster with multiple support sessions running at the same time.</li> <li>• Access multiple monitors and synchronize clipboards for each session.</li> </ul>
<p><b>Agent Collaboration</b> Solve issues faster by bringing agents together in a remote support session.</p>	<ul style="list-style-type: none"> <li>• Allows the right agents to work to resolve issues faster by bringing agents together to team up and do more.</li> <li>• Enable agents to collaborate on sessions or hand off to other agents with ease.</li> <li>• View and control end-user screens, device diagnostics, and chats by multiple agents – at the same time.</li> <li>• Make seamless hand-offs to other agents via session transfers, for maximized productivity and faster problem resolution.</li> </ul>



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Feature	Benefit
<p><b>One-Click HD Unattended Remote Access</b> Fast, secure access to any Windows or Mac device without needing to be on the network or have a user present.</p>	<ul style="list-style-type: none"> <li>• Best-in-class unattended remote access software, allowing IT professionals to eliminate on-site visits and provide on-demand support with any internet connection.</li> <li>• Remote into any computer or workstation without interrupting the end user to troubleshoot or update devices as and when needed.</li> </ul>
<p><b>User and Device Management</b> Arrange your users and computers into groups, control permissions, and extend computer access to anyone.</p>	<ul style="list-style-type: none"> <li>• Manage unlimited users and report on each user’s activities.</li> <li>• Keep your devices secure by easily updating access permissions as your team grows or changes.</li> <li>• User management allows granularity in what a user can access in terms of features or devices.</li> <li>• MSPs can provide additional value by providing clients user access to log in to their machines remotely.</li> <li>• Organize computers according to location, function, access permissions, or the criteria you choose.</li> </ul>
<p><b>Host Preference Package</b> Define and deploy host preferences and security settings to any group devices in the account.</p>	<ul style="list-style-type: none"> <li>• Set specific policies around Access Control, choosing to allow things like full control to admins, login credentials to be saved, saving username in a cookie, hiding list of domains on the remote access login screen, and allowing the user to turn off Central.</li> <li>• Establish clear policies around IP address lockout, e.g. set limits on the number of invalid HTTP or log-in attempts.</li> <li>• Customize policies for network preferences, login settings, remote control settings including security features, and choosing appearance preferences.</li> </ul>
<p><b>Background Access</b> Access and perform maintenance to any device without interrupting the end user by using the registry or command line.</p>	<ul style="list-style-type: none"> <li>• Work on your own time without needing to wait for the end user to leave their device.</li> <li>• Monitor CPU, memory, and drive usage.</li> <li>• Restart or reboot devices.</li> <li>• View drivers, registry editor, and network traffic.</li> <li>• View the service list with the ability to service start and service stop.</li> <li>• Access a PowerShell terminal.</li> </ul>
<p><b>Multi-Monitor Display &amp; Support</b> Access and view more than one monitor connected to the remote device.</p>	<ul style="list-style-type: none"> <li>• Easily view and support multiple monitors during one remote session.</li> <li>• Whether you have single or multiple monitors, work as if you were sitting in front of the remote device.</li> </ul>

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Feature	Benefit
<b>File Transfer/File Sharing</b> Transfer and share files directly between the computer you are sitting in front of and the computer you are remoting into.	<ul style="list-style-type: none"><li>• Seamlessly and quickly transfer and share files with your team members using secure downloads.</li><li>• Drag, drop, and share files easily and securely.</li></ul>
<b>Mobile Application</b> Mobile app available for Android and iOS.	<ul style="list-style-type: none"><li>• Access devices or provide RMM functionalities on-the-go from wherever you are from your mobile device.</li><li>• If you are traveling to a customer site, you can jump into your Central account with your phone or iPad to check a status or make an update.</li></ul>



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