



# MANAGED WORKPLACE®

Managed Services Platform Built for  
Converging Networked Technologies

See All. Manage All. Service All.

## The World's Top MSPs Choose Managed Workplace

With mobility, cloud, voice, video and data services and other technology innovations driving productivity and business results for end-users, Managed Workplace is the industry's most comprehensive remote monitoring and management (RMM) platform allowing MSPs to see, manage and service their clients' end-to-end IT experience.

Available in Cloud and On-Premise editions, the Managed Workplace platform's advanced hybrid agentless architecture delivers complete visibility and management of the entire IT infrastructure while providing unmatched ease-of-use, security and control. See everything that's happening in your clients' IT environment – including all local and cloud infrastructure, applications and mobile devices – from a unified web-based dashboard. Automatically discover existing and new devices, with deep health and performance monitoring that streamlines MSP processes while improving productivity for end-users. Use robust alerting and automation capabilities to proactively address issues, enforce usage policies and improve security for clients while freeing internal resources from manual configuration and maintenance tasks.

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### See All.

With a simple installation, comprehensive Central Dashboard and over 80 predefined reports, quickly discover all IP assets and get a complete view of your customers' IT environment, including computers, telecom equipment, printing and imaging assets, cloud services, mobile devices and more.

### Manage All.

Deliver differentiated high-quality IT services with powerful management and automation features that collect, collate and alert on all information so you can quickly identify and address issues for clients. Remotely optimize configurations and network settings, maintain security, automate routine tasks, update patches, conduct diagnostics and remediation, manage mobile devices and printers, and more.

### Service All.

Managed Workplace NOC and Help Desk Services allow you to seamlessly and cost-effectively extend and enhance your Managed Workplace RMM-based offerings. Deliver reliable 24 x 7 managed services and technical support to your customers, increase customer satisfaction and retention, grow your business and expand your capacity without increasing your staff or infrastructure investments.

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# Managed Workplace – Deploy, Manage & Automate

With Managed Workplace service providers can quickly and easily monitor and manage the complete IT experience for their clients to generate new recurring revenues and increase product and services sales, while deep automation capabilities simplify processes to save time and lower operating costs.

## Easy to Deploy

Proven, mature and robust Cloud and On-Premise Editions let you quickly and easily monitor the health, availability and performance of your clients' entire IT infrastructure.



Best practices monitoring, alerting and management coupled with deep technology integrations with leading hardware, software and cloud services vendors provides total management of your IT services business.



Onsite Manager default installation reduces setup to a few clicks, plus advanced options for sites with unique requirements, with automatic, fast, accurate and detailed device discovery.



Fully operational in less than one day, with assisted initial product install, live and on-demand training and 24/7 technical support.

## Manage All Assets From a Single Pane of Glass

Managed Workplace provides MSPs with a unified, detailed, in-depth view into everything happening within your end-clients' IT environment.

- Advanced hybrid agentless architecture provides complete visibility and unified management of your clients' entire IT infrastructure, with an optional agent for off-network devices for the ultimate in flexible deployment and total IT coverage
- The most comprehensive monitoring of health, availability and performance of your clients' IT environment, with automatically updated and detailed discovery of servers, PCs and laptops, smartphones and tablets, network infrastructure, printers and imaging assets, IP devices and more
- Receive immediate alerts on things that matter so you can proactively and quickly resolve issues and protect a client's IT investment
- Technology integrations with leading hardware, software and cloud services vendors let MSPs monitor, manage and troubleshoot third-party solutions directly from within the Managed Workplace dashboard



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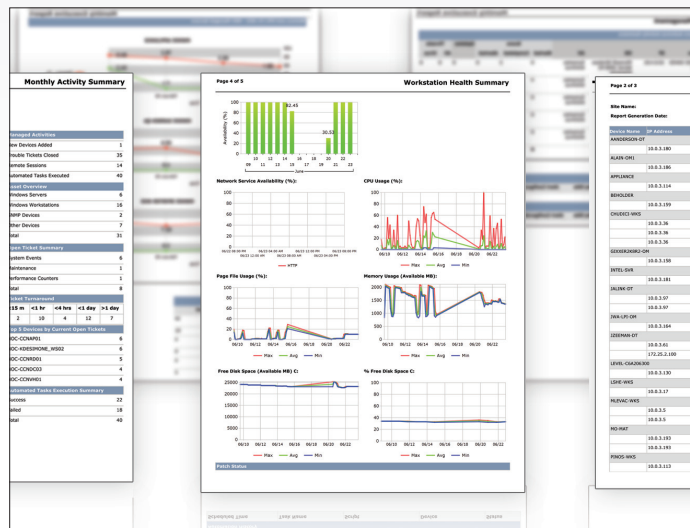
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# Managed Workplace – Deploy, Manage & Automate

## Detailed IT Asset Reporting

Accurate and automatic discovery and monitoring of all network devices and applications provides detailed insight into your end-clients' IT environment so you can identify and address infrastructure pain points.

- Comprehensive record of all hardware and software assets identifies obsolete equipment, unauthorized resources and upgrade opportunities
- Identify servers and workstations and track Key Performance Indicators (KPIs), including utilization and uptime, to detect optimization requirements
- Enhance security by identifying missing security updates, weak passwords, firewall and access vulnerabilities and services active on all devices
- Automatically collect device warranty information and generate alerts to be notified of impending expirations to ensure critical infrastructure is protected



## Real-Time Access to Information

See everything happening in your clients' network and manage issues as they arise.



**Receive and act** on alerts anywhere, anytime by remotely accessing the Managed Workplace Service Center dashboard through your own mobile device



**Access end-user systems and devices** with a single-click to perform remote remediation and fix problems without opening ports or firewalls or interrupting work in progress to help improve productivity for end-clients



**Single-click** into any internal PC, server, network device or application web console or initiate remote assistance sessions to shadow a Windows desktop, conduct a live chat with a user or take control if require of agent and agentless devices

## Complete Third-Party Technology Support

Our vendor agnostic open ecosystem lets you choose the solutions best for your business and end-users and manage all technologies from a unified dashboard.

- Monitoring and reporting for over 400 products from leading IT organizations plus configurable support for 1000s more
- Deep service module integration with hardware, software and cloud vendors and Managed Workplace simplifies workflow management and reporting
- Two-way integrations with PSA/Service Desk tools, including Autotask, Connectwise, Tigerpaw, Salesforce and others
- Web services API enables fast integration with third-party applications



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# Managed Workplace – Deploy, Manage & Automate

## Automate Key Processes to Save Hours of Configuration Time

Streamline and automate key processes to better engage with prospects, deliver higher quality services to existing clients and save time on lower level activities and focus your staff on new revenue opportunities.



Use out-of-the-box auto-monitoring for typical network environments to quickly discover all IT assets and speed Network Audits, and configurable smart monitoring to isolate high-end, mission critical and older devices.



Persistent State Management leverages automatic monitoring and grouping functionality to create an automated configuration verification model to enforce company policies for end-users, including removing blacklisted applications and overturning undesired configurations.



Site- and user-based configuration policies for smartphones and tablets automatically provision email and network connectivity and enforce passcode policies for authorized users, with configurable automated actions to lock or wipe lost or stolen devices.



Schedule routine automated tasks to run hourly, daily or on reboot, use automated “quick tasks” to rapidly execute pre-configured tasks – such as reboot – across specific devices with a single click and notify end-clients of maintenance or downtime with «send message to user» automation script.

## Cloud Services Monitoring and Management

Monitor and manage cloud services like Office 365 and websites as well as hosted infrastructure to quickly identify performance issues.

- **Monitor and manage websites** – including external e-commerce sites as well as popular cloud services that involve redirects or track user sessions and have credential requirements, including Office 365 and Google Docs
- **Accurately identify the source of performance issues** – web server, cloud or elsewhere by tracking, alerting and reporting on web request transaction times
- **Use prepackaged scripts** to provide adds, moves and changes for popular cloud services
- **Monitor and manage** virtual servers hosted in private or public clouds



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# Easily Expand Your Managed Services Offering

Managed Workplace delivers fully integrated features that let MSPs to easily identify new service opportunities and deliver expanded management and support capabilities to clients so you can seamlessly and economically scale and grow your business.

## Demonstrate Immediate Value with Network Audits

Fully automated Network Audits built into Managed Workplace are the single most powerful customer acquisition tool available today for MSPs, helping you to win new business by identifying pain points and security gaps for prospects and clients.

### Simple Streamlined Process

Deploy an onsite manager with default installation options at a customer or prospect site, with preconfigured Network Audit Policy Sets automatically discovering all IT assets.

### Deep Insight

Automatically collect all data required for insightful, brandable reports covering hardware/software inventory, device status, server/workstation health, Windows security, network services and configurations & site warranty.

### Build a Position of Trust

Review audit results with prospects, highlight infrastructure pain points and security concerns to clearly communicate the value of your services and make an immediate positive impact in your client's operations.

## Configure, Secure and Manage Mobile Devices

Mobile Device Management (MDM) features integrated in Managed Workplace equip service providers with the tools necessary to address critical security issues, simplify administration and improve performance for all smartphones and tablets.



Improve end-user productivity, enhance security and reduce time-consuming tasks for your IT staff with simple email-based, user-driven enrollment that automates email and network configuration and enforces passcode policies for corporate and BYOD devices.



Automatically collect asset information with inventory reporting summarizing device type, user and cellular provider details, hardware and operating system, installed applications, warranty, location and more



Take automated or manual actions to secure a stolen, missing or hacked device, including remotely locking or wiping the device and tracking its location, and initiate "end-of-life" actions to secure data if a device is being retired, redistributed or an employee leaves the organization



Enforce corporate usage policies, including the ability to restrict the installation and use of applications and allowing data usage only when a Wi-Fi connection is available

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# Easily Expand Your Managed Services Offering

## Seamlessly Scale Your Capacity with NOC and Help Desk Services

Managed Workplace Network Operations Center (NOC) and Help Desk Services allow MSPs to transparently extend your brand and services. Delivering reliable 24x7 support for all end-users, you will increase customer satisfaction, retention and loyalty by reducing downtime and increasing productivity, without adding internal staff or infrastructure.

- Managed Workplace, NOC and Help Desk form a comprehensive solution set to manage the entire client IT experience – including defined monitoring rules for assets managed by the NOC, detailed workflow procedures and automation wherever possible – ensuring operational best practices, maximum performance and cost advantages
- Centralized management and communication, with North American-based Triage Desk conducting all communication with you and your clients and transferring NOC, Help Desk and RMM issues to appropriate resources seamlessly and transparently behind the scenes
- Fully brandable and customized end-user communications reinforces your position as the trusted IT support provider for clients
- Integrated ticketing system is fully synchronized with your PSA for 100% visibility and ticket round-tripping to ensure NOC and Help Desk operate as a seamless extension of your technical staff



## Expand Your Offering with Managed Print Services

Discover, monitor and remotely manage network printers and imaging devices to increase your managed services opportunities with existing customers and differentiate your offerings.

- Automatically discover printers and imaging devices and monitor and alert on status, paper jams and consumables supply issues to help client's optimize their return on investment by increasing device availability and reducing costs
- Advanced printer management capabilities include the ability to automatically recycle a printer, provide direct remote control to a printer web console behind the firewall and automatically push firmware updates to printers across multiple organizations
- Integrating printer asset and alert data collected by Managed Workplace enables the delivery of profitable auto supply fulfillment, cost per copy and total-cost-of-ownership programs



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# Everything You Need to Compete and Win

Level Platforms invests in the success of our Partners by providing a complete set of training and personalized development programs to help you create, market and sell a managed service offering.



## Comprehensive Partner Development Program

We provide our Partners a complete set of free programs to create, market and sell a managed service offering.

- Dedicated Partner Development Manager, assisted product installation, extensive training, free upgrades and releases and more.



## Responsive and Knowledgeable Technical Support

Our award-winning technical support makes the difference in addressing customer issues and establishing the success of your managed services business.

- Expert unlimited 24/7 free support including account management, technical support and business training.



## Technical and Business Resources

Our Partner Portal provides you with a wealth of technical and business resources to help you build your managed services business.

- Technical video series, MSP Community Forum to share experience and ideas, business and technical documentation, customizable marketing material and more.

## Live and On-Demand Training

Free technical training gets you started using Managed Workplace quickly and at your convenience. Hundreds of business and technical courses and online video training materials available, including:

- Managed Workplace Orientation
- Viewing Data & Creating Reports
- Policy Modules Introduction
- Patch Management Using Managed Workplace
- Task Management Using Managed Workplace
- Installing a Device Manager



# Managed Workplace Checklist

Managed Workplace is the industry's most comprehensive RMM platform, providing IT service providers with performance, capabilities and features you need to generate new revenue, lower costs and increase service levels.

## Cloud and On-Premise Editions

Proven, mature and robust Cloud and On Premise editions with flexibility to migrate as your business evolves.

## Monitoring and Alerting

Deep fully automated monitoring and alerting of health, availability and performance of infrastructure and services to streamline operations.

## Asset Management

Accurate, detailed and automatic discovery and monitoring of all network devices and applications with persistent state management.

## Mobile Device Management

Monitor and manage all major smartphones and tablets to solve security, configuration and end-of-life concerns for your clients.

## NOC and Help Desk Services

Integrated white label NOC and Help Desk services let MSPs seamlessly extend service offerings and add scalability.

## Network Audits

Fully automated built-in Network Audits allow you to win new business by identifying pain points and security gaps for prospects and clients.

## Cloud Services Monitoring and Management

Monitor and manage cloud services like Office 365 and websites as well as hosted infrastructure to quickly identify performance issues.

## Managed Print Services

Discover, monitor and remotely manage network printers and imaging devices, including detailed supplies and page count data to drive any managed print offering.

## Automation on-Pemand

Advanced automation lets you assign tasks to any devices or groups and run any executable process on a schedule or by alert based on your own or our extensive automation library.

## Power Management

Managed Workplace power plans and automated policies help lower energy consumption to reduce costs and environmental footprint.

## Remote Control and Remote Tools

Use lightning-fast connections to any Windows or network device and extensive remote management tools to fix problems without opening ports or firewalls.

## Patch Management

Seamlessly automated patching for Microsoft systems and software, configure patches for automated deployment, install/update/patch 3rd party software.

## PSA & Service Desk Integration

Two-way integrations with Autotask, Connectwise, Tigerpaw, Salesforce and others let Partners use the tools that best support their business.

## Management Reporting

Use our large library of powerful management reports to demonstrate the value of your services or customize reporting to meet your special needs.

## Auto-Monitoring

Policy Sets and Auto-Grouping streamline sales, onboarding and service delivery and expansion processes.

## Partner Services

Dedicated Partner Development Manager, simplified onboarding, award-winning technical staff and training, resource-rich Partner Portal.

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