In today’s economy, IT service professionals routinely face increasingly demanding customers, complex environments and insufficient technical resources. To succeed, IT service businesses are required to be lean, flexible and well managed.

Who Can Benefit From LabTech?

Whether you are a one-man break fix shop or an established IT managed service provider (MSP), the LabTech remote monitoring and management (RMM) solution will drastically improve your efficiency and productivity with the power of remote customer management, support and IT process automation. LabTech will address the specific challenges you face in the IT services field because it was developed by IT service professionals for other IT service professionals.

We understand the way you do business (we’ve been there!) and have designed a total RMM solution that will take you from reactive to preemptive! With LabTech you can gradually transition into the MSP world while retaining your current customer base and experiencing the advantages of proactive versus reactive problem solving.

LabTech improves the IT solution provider’s service offerings through remote support that results in improved technician efficiency, added flexibility and dramatic cost reduction. With its latest features and enhancements, LabTech delivers increased speed, real-time agent deployment status and unprecedented centralized visibility into customers’ systems.

LabTech 2011.2—our most recent release—delivers a host of new features and improvements that add to the current functionality. Among other advantages, LabTech allows for smooth integration with industry leading professional services automation (PSA) software including Connectwise, Autotask and Tigerpaw.

What Does LabTech Provide for Your Business?

LabTech was designed to perform almost all IT support and maintenance tasks remotely, efficiently and non-intrusively. Cutting-edge, in-house developed agent technology places LabTech as the most powerful, feature-rich and most widely-sought RMM solutions in today’s IT market. LabTech will drive automation into your IT business and streamline your daily processes.

- **IT Asset Management**—Identify, audit and manage workstations, servers, printers and routers. Group assets by operating system, application or location for ease of management.
- **Hardware Inventory**—Collect, store and analyze detailed information about computer’s hardware assets and their configurations.
- **Software Inventory**—Collect, store and analyze detailed information about computer’s installed applications.
• Remote Control—Simplify support by letting technicians control remote computers, servers, and network devices over the internet or on the network.

• Software Deployment—Group and deploy tools and services to one customer or a group of customers without the need to schedule interruption to end-users.

• Patch Management—Identify, approve, and update or ignore software patches and hotfixes for a single workstation or a group of machines.

• Storage and Backup Management—Accurately monitor backup job status in real time, from a centralized dashboard. Perform on-demand actions such as disable, enable, create, edit, delete, start or cancel backup jobs.

• Print Management—Initiate, stop, or resume print activity. Access information on ink level, paper level and number of pages printed.

• Network Monitoring—Discover, monitor, and control critical items in your infrastructure through powerful monitors and scripts.

• Antivirus Management—Detect the health and status of all major antivirus products in your customers’ environments from a centralized dashboard.

• Help Desk Ticketing—Organize and prioritize help desk requests. Provide secure, remote technical support quickly to any customer within a Windows LAN or web-based environment.

• Mobile Access—Support and resolve most customers’ issues from a device in the palm of your hand. Work from anywhere, at any time with LabTech Mobile, available for Windows Mobile 6.5, Androids, iPhone and iPad.

• Marketplace Solutions—Benefit from the collaborative exchange of technical and practical information—scripts, monitors, plug-in integrations, MSP implementation tools, and expertise—to enhance your services offering.

How Can LabTech Impact Your Business?

If you can think of an IT task or process, LabTech can automate it! New optimized “Quick Connect” capabilities in the LabTech client web portal enable you to provide rapid assistance, even without an agent deployed. Our innovative technology is guaranteed to increase your operational efficiencies and dramatically improve technician performance. Eliminate time-consuming, repetitive maintenance work, assign your technicians to higher priority projects, and do more with less as you leverage the automation powers of LabTech.

• Maximize Technician Utilization—LabTech’s process automation and remote management functionality will drastically improve your resource utilization. By solving for routine, repetitive maintenance tasks with LabTech, you can now assign technicians to more involved, higher revenue-generating projects.

• Improve Service Time—LabTech’s new “On-Demand Tunnel Vision” feature enables technicians to streamline connectivity and execute commands on the remote host without the need for a check-in process, enhancing quality of service and improving service response time.

• Provide Stealth Support—Perform non-intrusive, seamless maintenance and support activities without the need to schedule end-user interruptions and avoiding customer down time.

• Expand your Services Offering—LabTech’s increased command processing speed, centralized dashboards and refined reporting—coupled with enhanced inventory function—empowers IT professionals with the tools to expand their offering without the need to hire additional technical resources.

• Validate Services Value—Impress customers with custom reporting on one or many areas including status reporting, configuration statistics or inventory overviews. Offer complete visibility into customer operations improving decision making and validating service value.

• Generate Recurring Revenue—Less time spent on routine maintenance and support tasks leaves more time to nurture customers and convert them into managed services. Educate your break/fix customers with proof of efficiencies achieved by other managed services customers as demonstrated through reporting.
How to Get Started with LabTech
Visit us at www.LabTechsoftware.com today. There, you can:

• Watch the LabTech overview video.
• Register for a weekly live webinar.
• Download a free, fully-functional trial of LabTech and experience the power of remote monitoring and management for yourself!

About LabTech
LabTech is the only remote monitoring and management (RMM) solution developed by systems administrators for systems administrators. With cutting-edge, agent technology, LabTech’s robust functionality can increase technicians’ efficiency through the automation of routine maintenance tasks as well as the development of preventative measures using powerful monitors and scripts. Because LabTech was developed by IT professionals who know the challenges of managing a growing MSP business, they have established a simple licensing and pricing model that allows partners to purchase additional agents as their business grows.

• Scale when Necessary—Designed with a simple pricing and licensing model, LabTech is both affordable and easily scalable. As an active member of the IT managed services industry, LabTech Software is determined to retain pricing that is convenient to its partners and will sell you the number of agents you need, when you need them.

LabTech Software
Corporate Headquarters
2805 W. Busch Blvd.
Tampa, FL, 33618
Phone: 1.877.522.8323 | Fax: 1.813.397.4600

United Kingdom Office
10c Peckingham St.
Halesowen, West Midlands, B63 3AW
Phone: 0844.544.1690 | Fax: 0871.716.3090