

etiMOS™ - Excelsior's Managed Outsource Solution

Last Updated Tuesday, 19 June 2007

Excelsior's Managed Outsource Solution is a hybrid software/service product that locks an organization's IT costs. Providing help desk and on-site support for a flat-fee, per device, per month pricing model, etiMOS® can save thousands a year over staffing an IT team or paying for support on an as-needed basis.

etiMOS® provides:

- Remote connectivity to your desktop
- Ability to track assets and manage software licensing
- Customized helpdesk
- Metrics on support and network health
- Augmentation to your existing IT staff
- Ability to provide technical support to traveling and/or field staff members
- Fixed costs for supporting your infrastructure
- Access to senior enterprise LAN engineers

Please click any of the categories on the right to view details.

{mospagebreak title=Help Desk and Trouble Ticketing}

Help Desk & Trouble Ticketing

Excelsior offers complete help desk services that you can customize to suit your needs:

- Complete integrated trouble ticketing
- User and administrator create/update
- Policy based notification
- Built in online Chat for support personnel and users. Users are able to track the status of open tickets and report against help desk performance.

{mospagebreak title=PC Inventory and Computer Audit}

PC Inventory & Computer Audit

Complete computer inventory and software inventory. Scheduled LAN audits. Fully automated and always up-to-date.

{mospagebreak title=Patch Management}

Patch Management

Fully automated patch management. Scheduled security patch scan, patch deployment and history with the click of a mouse. Scalable, secure, configurable and location independent.

{mospagebreak title=Windows Event Monitoring and Alerts}

Windows Event Monitoring & Alerts

Remotely monitor Windows system event log, application event log and security event log with user defined alerts.

{mospagebreak title=Fast and Easy Deployment}

Fast & Easy Deployment

Deploy in minutes without downtime. Automatic discovery and deployment to all computers, local or remote. No long training cycle or learning process.

{mospagebreak title=Integrated Reports}

Integrated Reports

Comprehensive integrated management and operational reports. Customizable, always available. View online or export

to HTML, Word or Excel.

{mospagebreak title=Flexible Administration}

Flexible Administration

One integrated Web-based interface. Accessible from anywhere. Flexible setup of administrators and users, computer groups, permissions and policies.

{mospagebreak title=PC Remote Control and Remote Support}

PC Remote Control & Remote Support

One integrated Web-based interface. Accessible from anywhere. Flexible setup of administrators and users, computer groups, permissions and policies.

{mospagebreak title=Network Monitoring and Alerts}

Network Monitoring & Alerts

Instant notification for hardware changes, software changes, policy violations, low disk space, unapproved network access, new devices on the LAN, etc.

{mospagebreak title=Software Deployment and Updates}

Software Deployments & Updates

Complete software installations and software updates across the organization with a mouse click. Easier and more flexible than SMS and other solutions.

{mospagebreak title=Network Policy and Enforcement}

Network Policy & Enforcement

Monitor network usage by machine and by application. Define policies and limit network access to only corporate approved applications.

{mospagebreak title=Maximum Security}

Maximum Security

Encrypted communication using 256-bit RC4 with rolling keys. No open ports. No plain-text data packets on the network. Nothing for attackers to exploit.