You have 1000 things to do today. Fixing your computer should not be one of them

# REMOTE SUPPORT





# Nashua Remote Monitoring and Management System

Nashua RMMS is an "All-In-One" Remote Asset Monitoring & Management platform that allows Nashua to manage IT assets, automate IT services, simplify service delivery and streamline the back office business processes.

This solution is web-based & mobile device friendly, differentiated by its simplicity.

With Nashua RMMS, you can monitor and manage IT systems remotely, you can also use it to simplify IT backend processes. RMMS has the ability to keep records of customer support agreements, keep track and measure a technician's time spent, manage support tickets and simplify the Asset & Inventory Management process.



Our three tier approach to services will keep you up and running when you need it most. From remotely monitoring devices, asset management to ticketing, our solutions is real-time and is able to Pro-Actively address issues and create alerts on your behalf to our monitoring centre.

Wrapped in a single, all-in-one solution, Nashua provides remote access, device management, device monitoring, network monitoring, alerting, auditing, patching, reporting, ticketing, workflow, automation, scripting, and much more able to proactively monitor, manage and maintain Windows®, Linux® and Mac® OS servers, workstations, laptops and more.





# **RMMS Modules**



#### **Device Management**

- Threshold management
- CPU utilisation management
- HDD space usage
- Memory utilisation
- Patch management
- Software deployment

#### **Device Monitoring**

• Up / Down status



#### Asset Management

- Warranty expiry notification
- Software license management
- Inventory reporting
- Client health reporting

#### Two options:

- Bundled with device Monitoring and/or Mangement
- Asset Management only with no support





# **RMMS Key Features**

#### **Remote Access**

With the advent of technology, it is likely that some support may be administered remotely. This may take the form of remote diagnostics / support or remote maintenance, be it corrective and / or preventative.

#### **Device management**

Device Management includes devices that has an Operating System installed to enable us through RMMS to:

- Set thresholds
- HDD disk space utilisation
- Processor (CPU) Utilisation
- Memory Utilisation
- Network Utilisation
- Security Services (Anti-virus, Anti-Spyware & Firewall)
- Patch Management
- Deployment Management
- Self-Healing

# hat does ra, routers, vices through

#### **Device Monitoring**

Device Monitoring relates to the monitoring of network devices that does not have and Operating System installed, for example an IP camera, routers, biometric readers, etc. Up/down status is monitored on these devices through port monitoring.

A site visit is required when a problem is not able to be resolved remotely. This allows Nashua to carry out any action that is required to remedy a problem to ensure the device returns to Up – Status.

#### **Asset Management**

- Smart Business Reporting
- · Reporting which includes CI (configuration item) health reports
- Inventory Summary Reports (Assets)
- Back-up and Anti-virus Management & Reporting
- Manage Expiry Dates
- Software License Expiry (provided installation dates are acquired for relevant software products)
- Warranty Expiry (Provided activation dates are acquired for relevant devices)
- Track & Report purchase dates
- Lease Expiry



## **Customer Benefits**

- Asset and inventory management
- Improved lifecycle management
- Remote monitoring and management
- Complete monitoring of managed device security
- Better asset utilisation
- Software Licenses expiration management
- Reduces down-time
- Optimise maintenance
- Better control over maintenance costs
- Improve governance and management of IT assets
- · Standardisation of software versions
- Automated system self-healing
- Smart Business Reports



### Nashua RMMS Solution Overview

End point and edge devices (laptops, desktops, servers) and non-smart devices (devices with no native operating system) communicate via an RMMS agent that is deployed onto the device being monitored or "Probe PC" to enable secure communication back to the RMMS server where activity and device status are pro-actively monitored. Bi-directional communication enables the devices to be monitored as well receive critical management interventions through the RMMS Service Operations Center (SOC) as and when required to pro-actively address any challenges.









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