



Integrated Desktop Management Solution



Imagine...

...knowing the exact status and configuration of a system and the reason for a support call before the user picks up the phone.

...reducing the time and money spent on support by up to 80% while increasing quality of service.

...knowing if a warranty has expired or has been voided.

...being able to re-route inbound support calls for non-supported applications to the appropriate vendors.

...turning a support center into a profit center by identifying potential sales opportunities.

With ProductivIT™ you no longer have to imagine.



ProductivIT Overview

ProductivIT, currently running on over 50,000 desktops nationwide, is an integrated desktop management solution that provides enhanced help desk support capabilities, detailed asset tracking, suspicious activity reporting, migration analysis and unlimited data mining opportunities. When activated, it instantly reports over 30,000 fields of system-specific data that is accessible through a secure, centralized, web-based portal. The result is substantial cost savings and tangible improvements in every measure of IT performance and service.

The new release, ProductivIT 5.0, is enhanced with new security controls and customer-requested features that revolutionize the way in which PC users receive technical support and capture asset inventory information. Some of the highlights of the new release include:

- ? Improved Customization, Flexibility and Statistics on Support Home Page
- ? Role-based Security Features
- ? Advanced Escalation and Assignment Rules
- ? Web-based Entry of Incidents
- ? Knowledge Base/Self-Service

Professional support groups estimate that 80 percent of the total support time, and the majority of the expense, is spent determining what hardware and software was running on a computer at the time of a request for support or a system failure. ProductivIT's intelligent agent software reduces that time to virtually zero. The lightweight agent (under 4 MB) sits in the background on individual PCs and notebook computers and remains dormant until activated. When a user requests support or the computer registers a software or hardware failure, it instantly takes a snapshot of all the operating parameters of the computer at that time. ProductivIT captures event logs, device information, system information, process information, registry information and DLL/EXE version information. The information is then sent to a central support database where it can be accessed by support professionals in order to determine what the failure was and how to fix it. In addition, manufacturers and software publishers can utilize this information to find out how to optimize their configurations to reduce future problems.

Current Customer Service Environments

Customer support calls in most organizations are characterized by the following:

- ✍ The first level technician asks the user a series of questions about their environment that the user may not know or may not want to share. As the problem is escalated to the appropriate technicians, the user may have to repeat those answers. Typical questions asked may be about hardware and software specifics, such as the amount disk space installed or available, the amount of memory installed or available, what OS and patches are installed, what is the model number or CPU family, etc.
- ✍ The user may be asked to test a number of alternatives or change registry items or settings and may inadvertently cause more harm to their systems.
- ✍ In some instances if the answer can not be resolved by phone inquiry then the user may be asked to provide remote control access to the support person or may be asked to locate certain application log files and email them to the support group. Both of these tasks may be uncomfortable for the user.
- ✍ Users may experience continuous problems with an application or piece of hardware and not report the problem. This has the effect of creating a negative feeling toward a vendor or help desk.

All these issues can be alleviated with the ProductivIT solution.



ProductivIT Features

ProductivIT is an integrated desktop management solution that includes a full featured web-based help desk, client diagnostic software and asset management reporting system. It is a customizable, intuitive and affordable solution to manage your organization's desktops.

The ProductivIT solution contains both an agent and a web site portal. The agent is lightweight (under 4 Mb), non-intrusive and uses no system resources. It remains dormant until activated. The agent is responsible for collecting diagnostic data and sending this information to the portal. The agent is activated in one of several ways, the most common being by user request through the icon on the system tray. The agent can also be activated by an application crash (GPF), blue screen, upon installation, on a scheduled basis or on the command line.

The Administrative Portal is the back-end web site that will collect all Incident Data Files (IDF) and allow help desk, field technicians and the IT/Engineering department access to field data. The portal is responsible for collecting the data, storing the data, notifying the users and the support technicians of the incident and handling the workflow of each incident. System administrators and help desk support representatives will benefit from ProductivIT's easy to navigate, web-based administrative portal.

Whether you are servicing external customers or internal users, ProductivIT will enable you to manage all your desktops from anywhere in the world.

The Agent

The ProductivIT agent can be installed on every desktop and can be used to activate a request for support while also serving as a just-in-time debugger.

- ? Agent is lightweight and installs in a matter of minutes
- ? Can be installed on any Windows operating system from a variety of distribution methods
- ? Easy to customize wizard interface that can be branded with your company's logos and icons
- ? Collects up to 30,000 pieces of information on the standard agent
- ? Can be customized to collect virtually any data residing on a PC

- ? Can be setup to inventory the desktop on a scheduled basis
- ? Multithreaded agent collects information quickly and is run in the background
- ? Information is encrypted and sent over the internet to a secure portal
- ? Users can be auto-registered after their first incident or can be required to be registered before any incidents are sent

Help Desk Portal

All incidents are sent to the hosted portal can be viewed with just a web browser. The web portal comes standard with an easy to customize home page. The page can be customized at both a company and technician level.

- ? Customized and unlimited number of statistics on the home page based on what fields you want to see and what filters are to be applied
- ? Statistics can be displayed as graphs or a table of values
- ? Company support links and attachments can be added
- ? Technicians can customize their home page by adding their own links and attachments
- ? Date sensitive ticker messages can be created and displayed for groups or individual technicians
- ? Whiteboard area for broadcast messages to groups or individual technicians
- ? Multi-lingual support allows technicians to view the same information in the language of choice

Filters & Views

Filters and Views are used to show you the records you want to see in the form you need to see it in. They can be created for Help Desk Tickets, Assets, Reports and the Home Page Dashboard.

- ? Filters are created using an easy to use but powerful query builder interface
- ? Filters and views can be designated as personal, shared or system
- ? Default filters can be setup by company and by technician
- ? Views are created to select the fields you wish to see - fields are selected from a list and can be in the order you specify

Workflow Management

ProductivIT comes complete with workflow management to manage help desk tickets from the moment a help request incident is opened through the entire life of the ticket.

- ? Tickets can be created through the agent, help desk portal or self-help customer portal
- ? Managers can track the time elapsed between call assignment and acknowledgment
- ? Create rules for incoming incidents for automatic assignment, update of key fields and email notifications
- ? Combine the powerful rules-based engine for new incidents with automatic assignment of new tickets to technicians based on load and availability
- ? Create Service Level Agreements and auto-escalation methods
- ? Attach files, add links and associated multiple incidents to the resolution of an incident.

In addition, you can create an unlimited number of email templates. You can setup different emails templates based on problem types, technicians, escalated tickets or any combination of events.

Asset Management

Using XML, the asset management queue keeps track of all assets that have been collected with the ProductivIT agent. The data is separated into database tables for ease of reporting and viewing.

- ? Assets can be assigned to individual tickets that have not been created using the ProductivIT agent
- ? Hardware, software and component data can be reported on
- ? Asset readiness templates can be created to determine machines that are ready for any kind of hardware or software upgrade
- ? Run software compliance reports to resolve licensing issues
- ? Export data to Excel to run more advanced reports

Ad Hoc Report Designer

The Ad Hoc Report Designer allows you to create and run complex reports using a query builder and field selector.

- ? Create and save an unlimited number of hardware, software, and component report templates
- ? Templates include queries, fields and sort order
- ? Print reports to the screen, printer or comma delimited file

And More...

- ? Through the ProductivIT ASP Model there is no need to buy any other hardware, databases, web servers or application servers
- ? No IT salaries needed support the day-to-day operations of ProductivIT
- ? Complete knowledge base administered through the web portal
- ? Role-based security
- ? Data export from all screens
- ? Creation of groups for auto assignment and escalation
- ? Unlimited number of users
- ? Define your own system codes(Priority, Status, Problem Type, Resolution, etc)
- ? Ability to set inventory schedules
- ? Customer portal with access to the knowledge base and the list of open items with your email address



Technical Overview

ProductivIT Agent

The ProductivIT agent is an application that is installed on a client machine as a part of the ProductivIT solution. The agent is responsible for collecting diagnostics data from the client machine, creating a graphical display and transmitting the information back to a central repository. The agent is activated by the user, through the command line interface, as the result of an application crash (GPF or blue screen) as a just in time debugger or as a scheduled event.

The agent has several customizable client interface options to determine how the agent is activated and presented to users.

Support Mode

When utilized as an automated request for technical support, ProductivIT assists users in reporting troubles to a help desk. The customizable wizard walks users through the reporting process while gathering pertinent details. Within seconds, this information is forwarded to an online portal, the help desk is notified and an e mail acknowledgement is sent to the user.

With ProductivIT, detailed information is available to diagnose and resolve support issues quickly and efficiently, reducing the overall cost of support by up to 80%.

Crash Mode

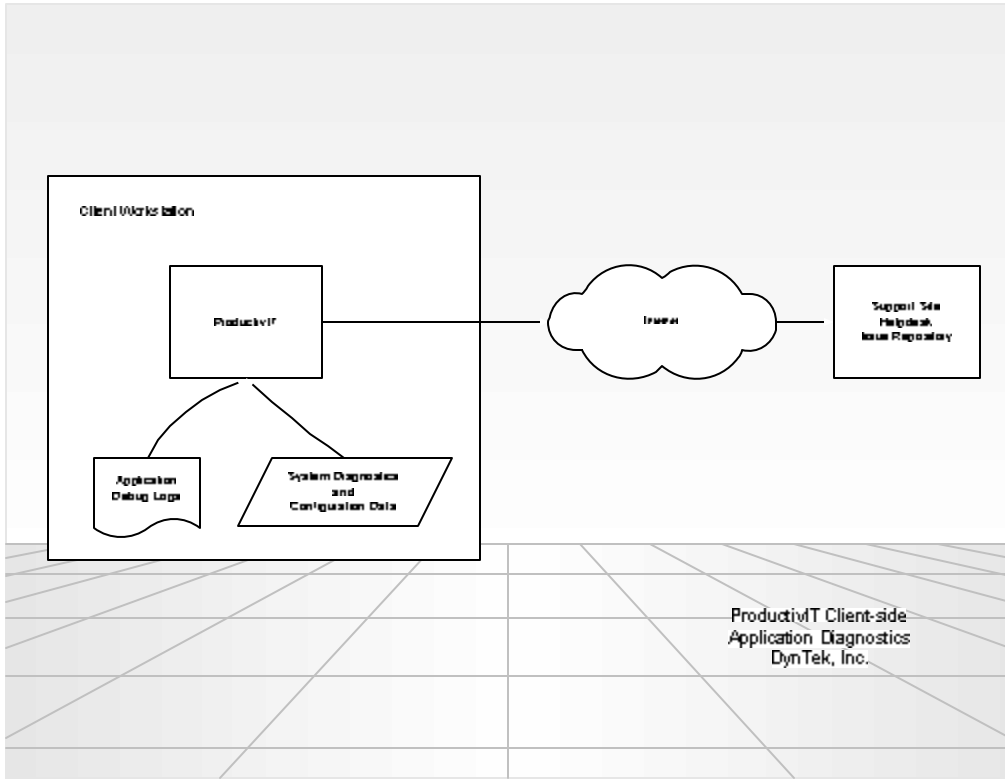
ProductivIT can be configured to automatically activate in the event of a software failure. Crash mode is ideal for organizations running or developing customized software applications.

Scheduled Mode

ProductivIT can be configured to automatically activate on a scheduled basis. This option can be activated from the portal and pushed out to all users.

The agent has been tested on Windows 95, Windows 98, Windows ME, Windows NT, Windows 2000 and Windows XP. Many facets of the agent can be customized, including the look and feel of the screens as well as what is collected and when it is collected. The agent schematic is pictured below.





information related to the machine, running processes, associated DLLs and EXEs, threads running for a process, Windows related to process, register values and much more.

- 5) Registry Information – The registry collector will collect as much or as little of the registry as you would like.
- 6) System Information – System information includes computer name, directory information, network information, Windows information, drive Information, network protocols, environment variables, device drivers, services and status, IRQ information, SMBIOS information, and direct X information.
- 7) File Collection – This collector will collect the entire contents of text files and store the results in the XML file. The default collection is for System.ini, Win.ini, Control.ini, Config.sys, Autoexec.bat and ProductivIT log files.
- 8) Event Log – This collector will retrieve all information related to the system and application event logs.
- 9) Customized Collectors – Customized collectors can be created or called within ProductivIT to include data in the XML file.



Activating the Agent

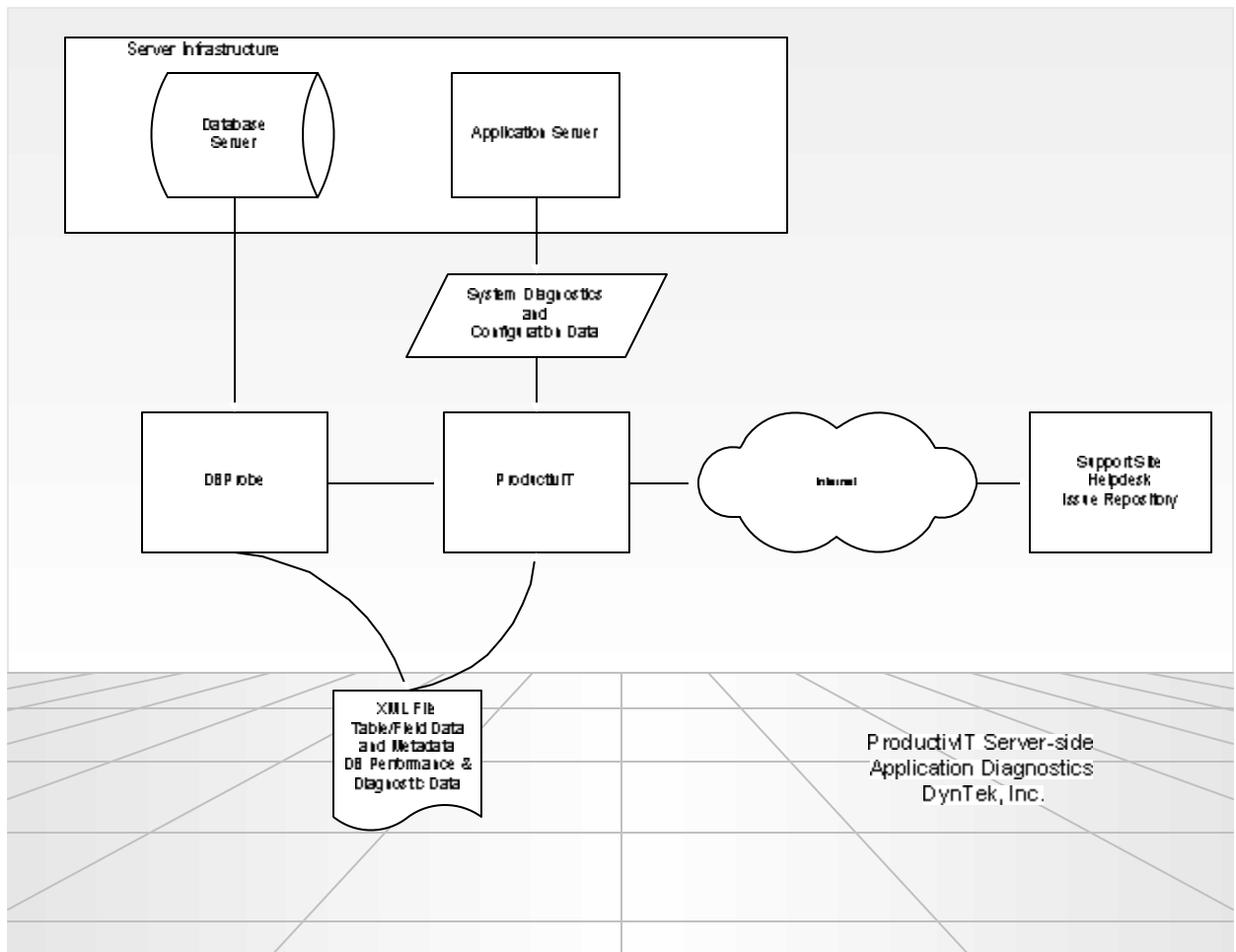
Each time a user activates ProductivIT to make a request or to report a problem, a complete data capture occurs at the desktop. This data is sent with the request as an Incident Data File to the IDF repository. The user interface for multiple modes is presented in the following figures.

The image shows two side-by-side screenshots of the ProductivIT software interface. The left window, titled "ProductivIT Creating Baseline Incident", prompts the user to "Please complete the following profile information to generate a baseline incident of this system. All fields marked with an asterisk are required." The form includes fields for Name* (User Name), E-Mail* (EmailAddress@yourcompany.com), Phone* (212-271-0000), Address* (5 Hanover square), Location* (Albany), and Machine Class* (Desktop). The right window, titled "ProductivIT Automated Request for Technical Support", prompts the user to "In order to quickly resolve your support request, please select the source of the problem from the drop down list below. A brief explanation would also be helpful in resolving the problem." It features a "Source of Problem" dropdown menu and a text area for "Please provide a brief description of the problem you are reporting:". Both windows have "Back", "Finish", and "Cancel" buttons at the bottom.

ProductivIT Portal

The Administrative Portal is the back-end web site that will collect all Incident Data Files and allow help desk, field technicians, and the IT/Engineering department access to field data. The portal is responsible for collecting the data, storing the data, notifying the users and the support technicians of the incident and handling the workflow of each incident. System administrators and help desk support representatives will benefit from ProductivIT's easy to navigate, web-based administrative portal.

Below is a picture of the complete flow of information from desktop to portal.



***For more information on how ProductivIT can help you
regain control of your IT assets, please contact:***

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