

Managed Endpoint Services

Regain control of your desktop infrastructure





The Business Landscape

Managing today's desktop infrastructure of converging devices and yet diverging technologies is getting more complex. Companies will find it time consuming or even difficult just to provide management with accurate reports of the desktop infrastructure.

It is a daunting task to deploy applications and updates to the desktop infrastructure, as companies are not even able to effectively identify any prohibited applications residing on each endpoint, let alone to remove or eradicate them.

You can now regain control of your desktop infrastructure with NCS Managed Endpoint Services. Delivered in the form of Technology-as-a-Service, take full control and provide protection for all your desktop devices regardless of their location. Conduct your business in a trusted environment with true visibility of your desktop infrastructure and a complete blueprint of modular capabilities using a single agent and console.

Client Support Services

One Stop Service Desk

- Single point of contact for all IT-related troubleshooting, escalation and resolution
- Receive technical support on common hardware or software-related issues via email, chat and phone

Remote Support Services

- Provides enterprise class on-demand secure remote control support without pre-installed software
- Access, diagnose and support virtually any desktops and laptops anywhere in the world
- Work together with user to solve problems interactively that cuts mean time to resolution
- Retain detailed logs and videos of all support sessions for audit and compliance

Deskside Services

- Have direct access to on-demand Deskside Services for all your IMAC needs, supported by a team of professional IT support engineers

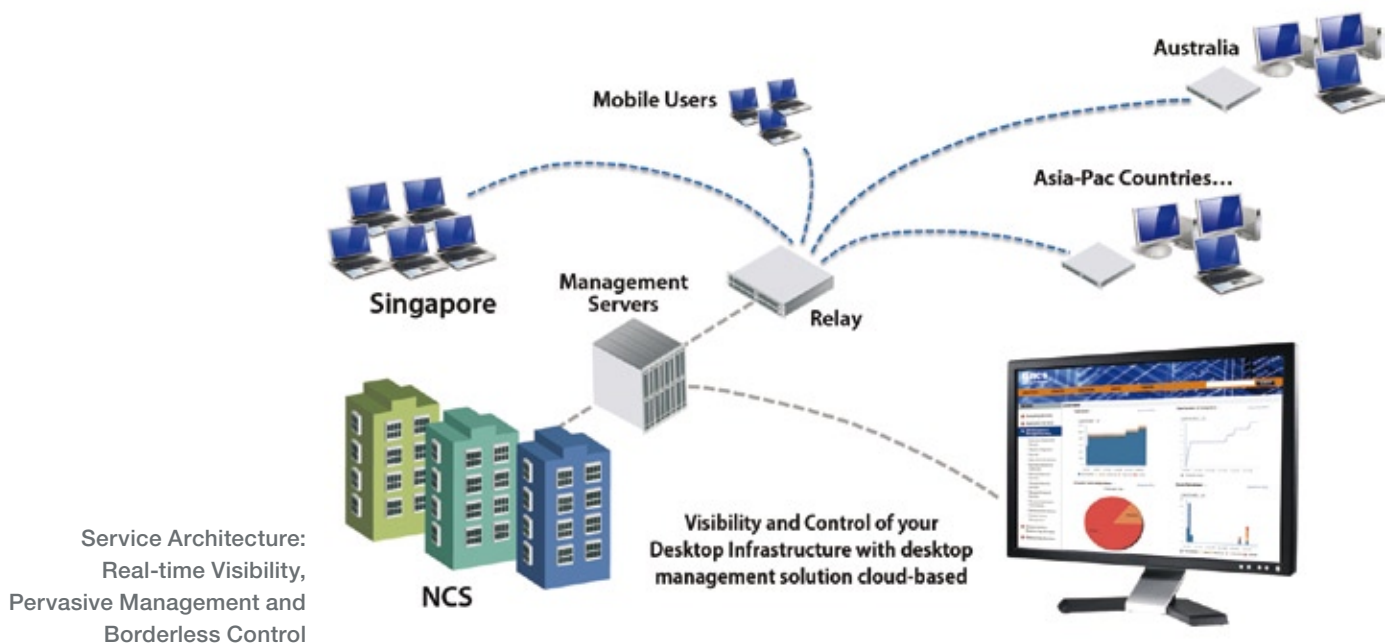
Asset & Application Management

Asset Inventory Management

- Automate the discovery and reporting of all installed software and IP-enabled devices
- Single source of truth for managing complex IT environment

Software Delivery Management

- Distribute updated software to all your managed endpoints from a central location using a policy-based, automated system
- Intelligent bandwidth throttling and checkpoint restarts ensures optimal network utilisation without impacting end user's productivity





Patch Management

- Fully automated security patch scan, patch deployment and history that are scalable, secure and location independent
- Access to pre-packaged and pre-tested patches to reduce errors and shorten patching cycle time
- Corrupt patch detection and remediation to ensure minimum patch gaps and maximum coverage, with rollback support

Software Usage Management

- Delivers fine-grained visibility into software assets usage enterprise-wide to support license cost optimisation, contractual compliance and planning
- Tracks software usage and patterns trends even when managed endpoints are not connected to the enterprise network
- Comprehensive and customisable Software Identification Catalog that supports in-house applications

Real-Time Endpoint Security

Anti-Virus Management

- Streamline and improve manageability of third-party anti-Virus and anti-Spyware installations from vendors such as CA, McAfee and Symantec
- Provides a single point of management and reporting across multiple anti-malware providers

Anti-Malware Engine

- Protects managed endpoints against viruses, Trojans, worms and other new malware variants
- Cleans endpoints of malware automatically, including processes and registry entries that are hidden or locked

- Correlates web, email and file activity to identify and prevent previously unknown and sophisticated combination attacks
- Blocks users from accessing potentially malicious web sites

Personal Firewall

- Protects managed endpoints using industry leading desktop firewall that provides robust packet inspection and filtering technology for all inbound and outbound network traffic
- Location-aware firewall policy automatically switch between differentiated policy regimes depending on endpoint connection status

Enterprise Configuration Management

Security Compliance Management

- Secure your machines using industry best practices such as SANS, DISA STIG and FDCC
- Continuous enforcement of security policies for both desktop and laptop computers, regardless of network connection status

Vulnerability Management

- Host-based vulnerability assessment with severity scoring and 99.9% accuracy rate
- Proactively identify, assess and close security vulnerabilities before they can be exploited
- Prevents configuration drift or relapses to vulnerable conditions

Power Management

- Achieve significant energy cost savings by synchronising systems maintenance processes with power conservation
- Real-time, granular monitoring and reporting of power management
- Auto-save feature that saves open files before a shutdown or restart, preventing user data loss



Real-Time Visibility

Improve operational effectiveness and quality of service using a unified IT service delivery platform that delivers a robust, scalable and extensible architecture through IT automation

Holistic Endpoint Management

Shift IT management processes from last-ditch reactive defense to forward proactive preemption via real-time remediation across all managed endpoints

Round-the-Clock Security

Continuously protects and remediates all endpoints by ensuring the enterprise security configuration and settings can be enforced reliably to reduce security risks and incident response costs

Balance of Form and Function

Single management agent eliminates resource contention with end-user applications and functions, free-up valuable computation power for end-users to be more productive in their daily work with computers

Greater Scalability and Flexibility

Alleviate the need for lengthy, highly customised and complex system management deployments as the organisation and business grows

Subscription Model

Avoid the complexity & cost of building the management infrastructure that requires in-house expertise to maintain and operate; and achieve increased accuracy in managing the IT budget



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