

PRACTICAL DESKTOP MANAGEMENT

Manual solutions for tracking hardware and software and maintaining security across the enterprise are no longer practical.

Having a proactive regime for software deployment, hardware and software asset management, and security patch management can help to mitigate against lost productivity and non-compliance. However, manual processes and point solutions are no longer adequate defences. Organisations must employ automation, desired state and self-healing solutions to maintain effective governance over IT assets.

Optus Managed Desktop service is a comprehensive regime for fixed and mobile assets, providing detailed hardware and software asset management, powerful software deployment facilities, and leading edge policy-based security detection and remediation – in a single outsource solution. This service can help to deliver greater desktop stability, better security and accountability across a diverse enterprise.

- Fully managed service across Australia and internationally with 24x7 security and deployment coordination
- Higher availability and reduced risks in partnering with a recognised telecommunications and services provider
- Better access to industry experience, latest technologies and best practice release management based on ITIL principles and proven processes

FEATURES

Service support

Optus' Managed Desktop Service customers have access to a manned service desk 24hrs per day, 365 days per year. All calls are managed by competent Customer Support Analysts backed by experienced national resources available to help to resolve complex issues.

Initial software license audit and hardware discovery

The first priority in managing your assets is to put you back in control of it. A Managed Desktop Service can provide automatic discovery and zero-touch, agent-based inventory gathering and license audit on all Windows handheld devices throughout your organisation. It's a powerful solution to meet a short-term need like a forthcoming license or hardware negotiation.

License usage management and compliance

An organisation's ability to determine how software assets, contracts leases and licenses are networked results in lower costs and minimal risk to licence and regulatory compliance. We can track your allocated software, compare software licenses and installations, track software usage, monitor vendor performance, maintain asset histories and costs, and manage the myriad of documents associated with software and IT assets.

WHAT'S INVOLVED?

Automated software deployment, updates and repairs

Managing software deployments, updates and repairs to remote or geographically dispersed locations without local IT support can be challenging for most organisations. Employing centralised management and automation can help to dramatically reduce support costs. A Managed Desktop Service augments your application and software support service to provide a robust and scalable platform for mandatory and optional (self-service) software downloads using advanced bandwidth management.

Automated security patch and policy management

Ensuring a desired state for devices requires a strategy for self-securing. We provide automated patch management and policy-based client-side intelligence to administer the patch requirements on individual Windows devices. Patch filter automation aligned to centrally-defined security policies provides virtually immediate deployment for urgent patches over low bandwidth and unreliable connections - even over satellite links and the Internet.

Real-time analysis and reporting

An Optus Managed Desktop Service provides greater analysis and up-to-the-minute status reporting via Portal-based dashboards and upon request report generation. Organisations have situation awareness on asset distribution, regulatory compliance, deployment progress and security posture - worldwide.

Integration with existing software management systems

Protecting your current investment in popular inventory management, financial management, and software-usage tools, a Managed Desktop Service offers a comprehensive list of connections to solutions such as Microsoft SCCM, Active Directory, and financial asset management systems. We provide a consolidated management framework to support your software assets and point solutions.

BENEFITS

Optus can help you to:

- Plan your hardware and software upgrades more effectively based on accurate inventories.
- Proactively reduce software license costs by harvesting unused licenses and proactively negotiating license agreements.
- Relax with policy-based security management and self-securing / self-healing architectures.
- Transform to a Managed Operating Environment (MOE) through the creation of a Standard Operating Environment (SOE) for your business with an effective deployment strategy for software and applications.

GIVE US A CALL

To discuss how Optus can help you through innovative communications solutions; **contact your Optus Account Manager or call the Optus Business hotline on 1800 555 937**

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