

Total Desktop Care +



Antivirus Monitoring

24/7 MANAGED CARE AGENT provides antivirus software monitoring and detection. Every four hours 24/7 MANAGED CARE AGENT performs a check to see if definitions are updated. Alerts are sent if definitions fall three days behind. 24/7 MANAGED CARE AGENT is also able to detect if antivirus software is installed for a majority of antivirus software packages.

Microsoft Patching

24/7 IT Outsourcing clients can choose to self-manage Microsoft Patching, either through their own tools, or using 24/7 MANAGED CARE AGENT's Patch Deployment Engine. 24/7 IT Outsourcing clients can also choose to let 24/7 MANAGED CARE AGENT automatically deploy all Microsoft Security Patches or 24/7 MANAGED CARE AGENT's Whitelisted Microsoft Patches. 24/7 IT Outsourcing clients using 24/7 MANAGED CARE AGENT's automatic deployment can also benefit by using 24/7 MANAGED CARE AGENT's Patch Deployment Engine to push out any Microsoft Patch.

Microsoft Patch Assessments are scheduled weekly. The Data Center compares patches already deployed to the desktop with patches available from Microsoft. For the next five days, 24/7 MANAGED CARE AGENT will attempt to deploy the missing patches based on your configured schedule.

Failed patch installs are reported to 24/7 MANAGED CARE AGENT's Patch Doctor. Patch Doctor is an intelligent patch redeployment engine. Patch Doctor will attempt to redeploy failed patches based on your scheduled patch deployment. Reports for both 24/7 MANAGED CARE AGENT failed patching and Patch Doctor failed patching are available in the ITS Portal.

Spyware Scanning

SpyBot is a separate, optional, component to 24/7 MANAGED CARE AGENT. 24/7 IT Outsourcing clients can elect to enable antispyware scans when Sites are created or anytime afterwards in Antispyware Configuration. Some 24/7 IT Outsourcing clients have elected to use Sunbelt's CounterSpy software in place of or to augment SpyBot.

Temp File Removal

24/7 MANAGED CARE AGENT performs weekly scheduled temp file removal. If left unchecked these folders can grow and cause low disk space errors or affect the paging file causing the computer to run slow.

SMART Analysis

24/7 MANAGED CARE AGENT is able to capture information provided by S.M.A.R.T. hard drives. S.M.A.R.T. alerts are vendor specific and usually report precursors to hardware failure.

Logical Disk Checks

24/7 MANAGED CARE AGENT checks each logical disk on the Desktop to assure there are more than 200 free megabytes available.

VIPRE Enterprise

Zenith will provide a license for VIPRE Enterprise with each installed 24/7 MANAGED CARE AGENT agent under TDC+. Licenses can be pooled across multiple sites to provide centralized end client monitoring and management.



Even if you already have another Antivirus solution deployed to your end client, you can still benefit from VIPRE Enterprise Antispyware deployment.

Total Desktop Care +



Client Communicator

Information and self-help tools are directly available through a system tray icon. You can see 24/7 IT Outsourcing information, standard support procedures, link directly to our support webpage or to your online ticketing systems coming soon. We also have self-help scripts in menus to provide our clients with the ability to resolve common and mundane issues as they occur.

Asset & Inventory Scans

Scans scheduled to run weekly to capture hardware, software, and operating system settings from users' Desktops. This data is reported back to our MSP Partners Data Center in Fremont, CA and is available as prefabricated reports. Hardware reporting can be customized using Report Builder.



Reporting

Data gathered by weekly scans is processed by the Data Center and produced as prefabricated reports. 24/7 IT Outsourcing also provides three Executive Reports: On-Demand Executive, Monthly Executive (short), and Monthly Executive (detailed).

Monthly Data Export

Also available for download is text files of the Monthly Data Export you can import into a spreadsheet or database system to create custom trending and reporting of your client data.

Scripting & Configuration Center

24/7 IT Outsourcing also provides an extensive library of pre-created scripts you can use to help automate tasks and monitor systems. Some examples include: software installs and uninstalls, registry changes, system settings updates, user windows environment policies, green computing, additional system monitors, and automated maintenance.



No programming is required. All scripts are deployed through an easy to use visual web interface. Deploy to a single machine or across multiple sites on-demand or on a scheduled basis. Standardizes user configurations across any desktop running 24/7 MANAGED CARE AGENT. Download application installers directly from the internet or deploy locally to consolidate internet bandwidth.