



# N-CENTRAL<sup>®</sup> 8.0



The N-central remote monitoring and management automation platform provides everything a technician needs to deliver services remotely to small and mid-sized businesses or across corporate networks and report on those services with unprecedented detail.

- » N-central is used by more MSPs globally to drive their managed services business than any other Remote Monitoring and Management Automation Platform to achieve break through productivity gains and the highest technician utilization rates.
- » Uniquely gives MSPs unmatched flexibility to meet SMB needs at all stages of IT maturity with Professional and Essential License options.
- » Supported by industry leading business transformation services that give MSPs the fastest and easiest onboarding process and the ability to quickly generate new predictable recurring revenue.
- » The most comprehensive, full featured, and user friendly MSP Remote Monitoring and Management Automation platform available today
- » Increase technician productivity by automating tasks - each technician can manage 500+ desktops
- » Significantly reduce network and system downtime
- » Build stronger relationships with SMB customers through proactive service delivery and performance reports that validate actions taken and problems averted
- » Reduce the volume of "nuisance" calls received by help desk technicians

## KEY BENEFITS

- » Automate many routine processes including: updating patches, resetting passwords, running defrags, application deployments, performing asset management and updating software, endpoint security - and many other tasks.
- » Lower service delivery costs: by automating services remotely and maximizing technician utilization rates
- » Increase profit: automation of services and better utilization rates means fewer technicians managing more customers
- » Improved business valuation: N-central enables MSPs to generate an annuity based revenue stream based on a steady, guaranteed monthly revenue stream rather than ad-hoc projects and sales Manage more devices more quickly and cost effectively - multiplatform support combined with remote control enables any device to be controlled from any Java compatible system
- » Troubleshoot and capacity plan with a single, point and click, command and control reporting platform
- » Take advantage of powerful reports to reduce the time required to deliver a broad range of IT services - with the option to augment N-central's performance reporting capabilities with N-Compass

N-central has a proven 10 yr + track record for delivering the features and functionality needed most by MSP's:

- » **Architecture** - The N-central architecture is designed to provide simple and scalable remote management of one or many remote or local networks. N-central's architecture has been refined over several generations to offer secure, scalable and effective management of your network infrastructure at the lowest possible costs (overhead) to you.
- » **Multi-Level Management** - Whether you need to manage at the organization, division or department level the N-central product delivers the appropriate level of control.
- » **Remote Monitoring** - a single, completely re-designed console provides the powerful ability to easily onboard and monitor the availability and performance of any IP-enabled device and take control when required.
- » **Remote Management** - tools for securely connecting to and performing scheduled and ad-hoc management tasks over a range of device classes.
- » **Remote Automation** - with advanced filtering that maps to IT processes and efficiently automates routine IT tasks including defragging, auto restart, back-ups, and end point security and other manual tasks

- » **Remote Support** - tools to provide the core functionality required to effectively manage end-users and deliver more than 90 percent of services remotely
- » **Remote Control** - Securely connect to and remotely control any managed device as well as unmanaged Windows devices, regardless of the user's location. N-central provides eight remote control types.
- » **Tactical Reporting** - fingertip access to a library of more than 40 pre-built real-time reports that automatically collect and display data on a broad range of operational IT issues
- » **Advanced Reporting** N-compass™, N-central's optional high-performance reporting system, generates reports that enable IT departments to demonstrate the performance of network infrastructure under their management and the value of the services they deliver.
- » **Self Healing** - N-central can automatically resolve issues on remote devices, so that technicians don't have to. Administrators can pre-configure responses to specific types of failures. When a specified failure is detected by N-central, the system will automatically execute a service restart or script that has been configured by the administrator to remediate the issue.

- » **Patch Management** - N-central distributes patches on Windows devices through its integration with Microsoft's WSUS application. With the integrated solution, you get the best of both worlds - a centralized, Web-based patch monitoring, distribution and reporting system with the ability to manage patches across multiple end users in multiple locations.
- » **Task Automation** - Powerful script execution allows you to schedule and execute remotely any task that can be automated through a script. N-central supports Batch Files, VB Scripts, and Powershell Scripts, and ships with a large library of preconfigured scripts.
- » **Software Distribution** - Automatically distribute software to Windows devices under management - instantly or at a scheduled time. Since this functionality leverages agents as well as probes, software distribution can be conducted on devices both inside and outside the network.
- » **Interoperability** - Leverage the functionality of leading third-party tools and N-central's multi-tenant management capabilities to drive efficiency, optimize workflows and provide centralized reporting.

#### Optional N-central Modules

- » Security Manager
- » Policy Manager
- » Backup Manager
- » Audit Manager
- » NetFlow Manager
- » Report manager

