

Gateway Managed Services Your MSP Platform for Today and Tomorrow

Managed Workplace is the ultimate managed services platform, providing you everything you need to remotely monitor and manage the entire IT environment of the SMB through a single web-based dashboard.

Your MSP Platform for Today

Managed Workplace is the leading managed services software for IT solution providers servicing small and mid-sized customers. Managed Workplace 2009 is the next evolution of our award-winning remote monitoring and management (RMM) platform, now faster and more powerful than ever.

With a low total cost of ownership, a quickly-realised ROI, and a proven technology for maximising your resources, Managed Workplace enables you to provide best-in-class IT services and value to SMB customers, generate new revenue, lower your costs, increase sales, and adapt to new technologies significantly faster than your competition—even during an economic recession.

Your MSP Platform for Tomorrow

A new wave of technology is washing over the SMB IT world. A fundamental shift is taking place from device-based to network-based architectures, facilitated by widely adopted new standards.

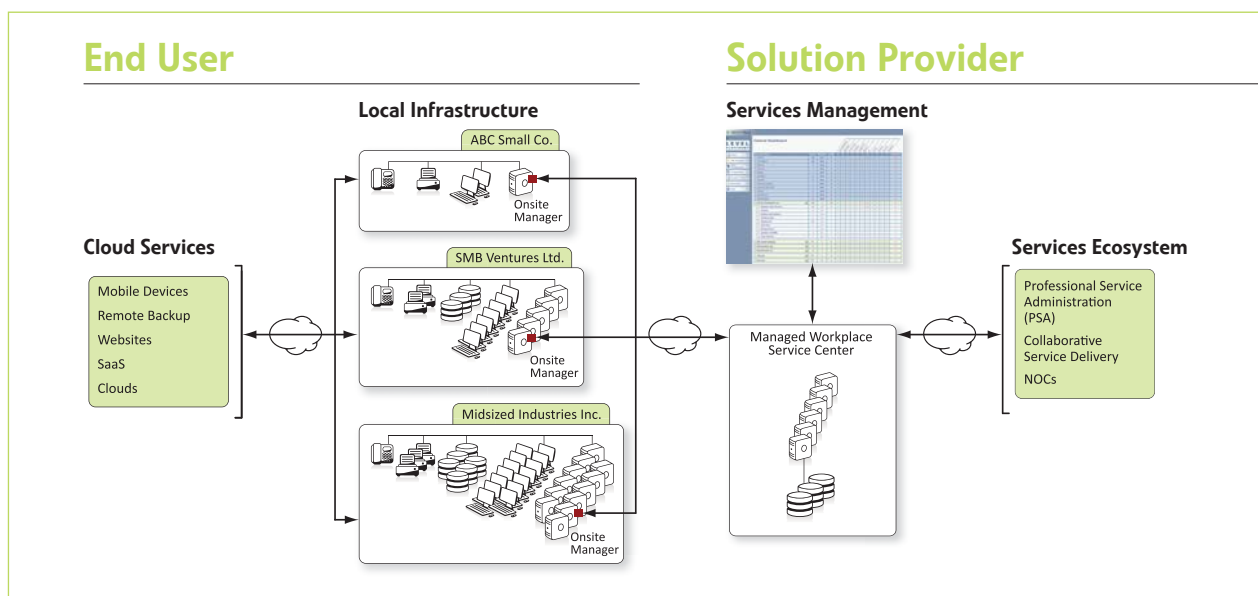
Virtualisation, unified communications, cloud computing,

software-as-a-service (SaaS), networked everything, and wireless devices are some of the obvious game changers.

These changes present a tremendous opportunity for the IT solution providers who are prepared for this future. The complexity of the interactions of all of these new elements means that SMBs need expert help to make it all work together. They need solution providers who can advise them on the implications of choosing one solution over another; on interoperability; and to identify and repair problems that can extend across multiple on-premise and cloud-based technologies, all interacting in real time over multiple networks.

Unique in the industry, the agentless, standards-based technology of Managed Workplace allows solution providers to deliver secure, best practices monitoring and management of all the technologies deployed in SMB environments today—and tomorrow.

With a single, lightweight Onsite Manager at every site, you can access up-to-date, comprehensive, detailed information through the web-based central dashboard of the Service Center, deliver rapid remediation, and leverage the data to provide the stability, security and performance your customers demand.



Gateway Managed Services Overview of Features and Benefits

Best Practices Monitoring and Alerting

- Get up-and-running with 24/7 best practices monitoring, alerting and management with our extensive and growing library of comprehensive policy modules.
- Choose from over 300 policy modules from more than 85 vendors.
- Receive immediate alerting on the things that matter, so you can resolve issues fast.
- Use group policies to streamline your operations and lower costs.

Comprehensive Asset Management

- Benefit from automatic discovery of network assets at customer sites and continually updated, accurate information.
- Easily identify obsolete, underutilised and over-stressed assets, optimise configurations, and identify maintenance opportunities.
- Leverage out-of-band monitoring and management for Intel® vPro™ devices.

Rapid Remediation

- Create lightning-fast connections from any computer with an Internet connection to any Windows or network device at any customer site.
 - Fix problems instantly without having to open inbound ports or firewalls.
 - Avoid delays and security risks resulting from traditional remote control software reliance on external websites.
- Deploy automated scripting from the Script Library to configure self-heal actions, perform routine maintenance, and or automate any support activity, (e.g., software deployment).

Patch Management

- Use extensive automated patching capabilities for Microsoft systems and software based on Windows Software Update Services (WSUS).
 - Ensure that customer networks are protected with immediate patching direct from Microsoft.
 - Achieve LAN speed patch deployment.
- Configure patches for automated deployment or prior approval.

Automated and On-Demand Reporting

- Easily collate and compare data easily with compelling reports, including executive summaries, security, performance, server health, asset-related, and work performed reports.
- Use reports to demonstrate your value to your customers, justify new product or project sales, and facilitate budget or infrastructure planning.

Partner Services

- Build your business quickly based on the best practices of successful MSPs.
- Leverage award-winning complimentary business support and technical training.
- Enjoy unlimited access to our comprehensive web portal and forums.
- Work with a dedicated Gateway Business First Manager whose sole responsibility is to assist you every step of the way to success today and tomorrow.



See All, Manage All

SMB environments are diverse. It's not unusual to find both cutting-edge and nearly-obsolete assets in use at customer sites—and sometimes a few business-specific tools you might not have heard of.

Fortunately, Managed Workplace offers you the broadest and deepest support for best practices monitoring and management of everything you'll find in SMB environments.

If it has an IP address, you can see it and manage it with Managed Workplace—and that includes desktops, laptops, servers, managed switches, routers, firewalls, gateways, VoIP switches and phones, printers, faxes or scanners, off-the-shelf and custom applications, specialised equipment and environmental control devices, internal and external websites, SaaS resources, virtual machines and much more.

Deep Vendor Integration

We work in partnership with Microsoft, Intel, Cisco, Symantec, and over 85 other leading vendors to ensure that Managed Workplace meets established standards for monitoring and management out-of-the-box—so you can have confidence in your ability to provide best-in-class services.

Flexibility for the Future

With the most open and agile platform on the market, Managed Workplace integrates with the broadest range of professional service automation (PSA) and third-party tools and services, allowing you to choose the tools most appropriate for your business.

In addition to built-in collaboration tools, we allow automated synchronisation of multiple PSA/service desk solutions for streamlined management with peers or remote NOCs. Our open, standards-based agentless platform will support your evolving business, protecting and growing your ROI as you take advantage of emerging business opportunities and technology partnerships.