



REMOTE MONITORING AND MANAGEMENT (RMM)

Powered by **Level Platforms**

THE FOUNDATION OF YOUR MANAGED SERVICES BUSINESS

The ability to remotely monitor and manage your customers' networks can be the foundation on which you build your managed services business. With Ingram Micro Seismic RMM, you can quickly and easily expand your offerings to include other profit-producing services such as Ingram Micro Seismic Help Desk and Global Network Operations Center (NOC) — without incurring the cost of building your own support infrastructure.

Ingram Micro Seismic RMM

Simple, powerful and profitable, Ingram Micro Seismic RMM provides a complete, integrated solution for monitoring and managing your SMB customers from a central, web-based platform built on Microsoft's .NET 2.0 architecture.

Features include:

Alerting

- Alert history by device
- Customizable escalation procedures
- E-mail or pager notification
- Alert viewer available

Architecture

- Agentless architecture
- Customizable dashboard
- Low bandwidth requirements
- .NET 2.0
- Secure communications
- Service and alert grouping

Management

- Asset inventory and audits
- Management reporting
- Patch verification
- Remote network control
- Remote script downloads
- Trouble tickets

Monitoring

- Custom logs
- More than 50 unique product templates
- Network services
- Security features
- Web sites
- WMI, SNMP and SYSLOG

Third-party Integration

- Autotask
- ConnectWise
- Microsoft CRM

REMOTE MONITORING AND MANAGEMENT

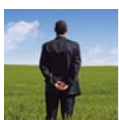
Key Features and Benefits

- **Recurring, predictable revenue streams** | Annual or monthly subscription models ensure continuing income.
- **Additional sales opportunities** | Increased customer contact and IT infrastructure knowledge offer more chances to discuss technology investments with end users.
- **Increased profitability** | Network issues can be prevented or fixed remotely, reducing travel expenses and on-site repair time.
- **Increased level of customer satisfaction** | Unscheduled downtime is practically eliminated.
- **Raised barriers against account penetration by competitors** | Resellers gain responsibility for the health of their customers' networks and the ability to make purchase recommendations.
- **Minimal investment required** | Pay-as-you-grow pricing, along with free business and technical training, reduces the required investment and makes RMM services a viable offering for resellers of all sizes and capabilities.

MANAGED WORKPLACE ALERTS VIEWER

Key Features and Benefits

- Stand-alone display of real-time active alerts — working with the service center in on-premise deployments
- Enhanced visibility to alerts
- Fast data refresh every five seconds, organize alerts by criteria, and visual and audio highlighting for high-priority alerts



GROWTH INSPIRED — A Bold Vision in Services





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Application Deployment Options

Ingram Micro offers two deployment options. One is the traditional on-premise appliance version, for which the application is downloaded to a server at your site; you are responsible for installation and maintenance. Or, choose the hosted version; here, Ingram Micro is responsible for hardware and software performance, as well as maintenance, and provides complete software functionality over the web.

The new, hosted version of Ingram Micro Seismic RMM offers many advantages:

| | On-premise Appliance Deployment | Hosted Deployment |
|--|--|--|
| Financial Investment | Significant financial investment in hardware, IT resources and maintenance is required. | Initial costs are minimal, as there is no need to purchase additional hardware or IT resources. Ongoing fees are low, predictable and easy to budget. |
| IT Resources | Dedicated IT resources are required to maintain application availability, security and performance. | No additional IT resources are required as all application-management tasks are performed by certified engineers at a world-class data center. |
| Implementation | Time and technical resources are needed. | Application usage can begin within minutes, allowing immediate focus on end-user sales. |
| Reliability, Maintenance and Security | Lack of redundancy, bandwidth-provider interruptions or absence of adequate administration can cause security and performance issues that cost businesses dearly in downtime or lost data. | Quality of service is guaranteed by SLA (99.9-percent uptime) and 24/7 technical support. Backup and state-of-the-art security is provided by fully redundant data centers located in the U.S. |

| Managed Workplace Alerts Viewer | |
|---------------------------------|---|
| Product Description | <ul style="list-style-type: none"> Stand-alone display of real-time active alerts, working with the service center in on-premise deployments Developed to augment the dashboard, not to replace it |
| Key Benefits | <ul style="list-style-type: none"> Lower cost of service delivery via improved productivity when responding to customer issues Facilities collaboration within the solution provider's technical team |
| Key Features | <ul style="list-style-type: none"> Fast data refresh — every five seconds Organize alerts by time, site, device and category Visual and audio highlighting for high-priority alerts |

Contacts

To order, visit www.ingrammicro.com/seismic, or contact your Ingram Micro Services team at (800) 705-7057, option 5, or e-mail saleservices@ingrammicro.com. For the Ingram Micro Services team in Canada, call (877) 755-5002, option 1, e-mail services@ingrammicro.ca or visit www.ingrammicro.ca.

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