



SEISMIC

Ingram Micro | Seismic

Key Benefits

- **Improve your customers' experiences:** Respond to IT issues before they experience downtime.
- **Deliver higher value services:** Expand beyond break/fix support to offer higher-value remote management services.
- **Convert to more predictable support revenue:** Transform unpredictable one-off support into an annuity revenue stream; offer your customers compelling service-level agreements.
- **Scale your business:** Build repeatable, proactive support processes so you can support more customers with your existing resources and spend more time on acquiring new customers.
- **Enjoy fast, easy deployment:** Start using the service within minutes of accessing your web-based account and deploying the software. Once installed, customizable monitoring and alerting functionality can be deployed to thousands of computers both off and on the LAN in just minutes.

Key Features

- Instant, customizable alerts and alert management
- Interactive dashboard to view critical system data
- Remote access to unattended systems
- Remote control systems through a web browser
- Fast, easy remote deployment
- Inventory management
- Layered security architecture

REMOTE SUPPORT IT REACH

WEB-BASED, REMOTE SYSTEMS MANAGEMENT

Ingram Micro Seismic Remote Support IT Reach is a centralized, web-based solution that enables you to manage your entire computing infrastructure from anywhere, at any time. With a rich set of management, inventory and monitoring tools, you can proactively administer remote desktops, PCs and mission-critical servers that are both off and on the LAN.

Web-based Freedom

Seismic Remote Support IT Reach offers a web-based console that allows administrators the freedom to choose whether to directly install software on target machines or use the IT Reach link generator to rapidly deploy it to multiple target machines at once. Administrators can organize computer groups, set up alerts, generate inventory reports on hardware, software and system configurations, and view detailed account and billing information.

Powerful and Detailed

Gain secure access to the remote computer of your choice by clicking on the computer you want to access and unlocking a powerful diagnostic toolkit and dashboard function. The toolkit delivers powerful functionality for managing the remote computer while the dashboard provides a detailed, real-time diagnostic view of system information for that computer.

Avoid Downtime

The Seismic Remote Support IT Reach service runs in the background of the host computer so that no end-user interaction is needed. Now you can support laptop and desktop users without causing end-user downtime or productivity loss. It's also ideal for remotely accessing and managing unattended systems such as mission-critical servers, remote devices and unattended kiosks.

GROWTH INSPIRED — A Bold Vision in Services



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Remote Systems Management Detailed Features

Powerful Administration Center

- Organize computers into logical groups to improve management and configuration
- Create automatic notifications so that you're notified about IT issues before your customers
- Generate a wide range of reports to view account and systems activity and collect systems data
- Proactively plan upgrades and audits to keep systems up to date and healthy
- Add system administrators and secondary users; edit or delete users
- View and manage subscription information
- Deploy software remotely by sending a link within an e-mail to your customer, who can then install Seismic Remote Support IT Reach on their computer or server within minutes
- View and edit account details and billing options and billing history

Comprehensive Toolkit and Dashboard

- Powerful functionality for managing remote computers and configuring your remote systems-management implementation, including:
 - Remote control and system access
 - File transfer, synchronization and sharing
 - Mini-meeting and chat to invite remote users in to view your desktop
 - Reboot remote computers for seamless support sessions, even in safe mode or when computers are unattended

- Interactive dashboard provides a digest view of critical system data, including:

- System information
- Event viewer
- Running processes
- Network traffic
- Scheduled tasks
- Real-time drill-down capability (Administrators can quickly diagnose a problem without accessing and compiling system information from multiple sources on the remote system.)

Unattended Remote Systems Access and Management

- Access and manage systems in the background without relying on or interrupting the end user.
- Control keyboards and mice of remote machines through a web browser, just as if you were physically at the remote computer
- Diagnose issues, fix problems and upgrade applications without impacting the user

State-of-the-art Security

- Layered security architecture:
 - Seismic Remote Support IT Reach adheres to stringent security policies with a layered security architecture
 - Windows authentication and user permissions
 - RSA SecureID support
 - Compatibility with Active Directory
 - Detailed logging and 128- to 256-bit SSL encryption

SALES CONTACTS

For more information about Ingram Micro Seismic E-mail and Web Defense or any of the other hosted applications available through the Ingram Micro Seismic Virtual Services Warehouse, visit www.ingrammicro.com/seismic, call the Ingram Micro Services team at (800) 705-7057, option 5, or e-mail services@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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