

Numara Remote Manager

Maximize Service. Minimize Expense.

Lack of easy access to users' computers makes resolving even minor issues slower, more expensive, and more difficult than necessary. In fact, most of today's service desk calls are "how to"

Highlights

- Improve service level agreements and customer satisfaction
- Accelerate problem resolution
- Reduce end-user downtime and lost productivity with instant access to users' computers
- Reduce IT staff workload by accessing computers without personal visits
- Easily maintain security and privacy
- Access devices that are turned off with wake-on-lan for Intel® vPro™ computers

questions or regarding issues resulting from user-made changes. However, users often cannot articulate their problem, provide more information than needed, or cannot follow instructions given over the phone. These challenges can lead the support staff down the wrong path or force IT personnel to travel to the end-user's desktop to resolve the issue. What's more, if a user telecommutes or works at a distant site where there is no local support, the delay can be intolerable.

This unnecessarily difficult resolution process causes costs and downtime to skyrocket while end-user satisfaction plummets. By allowing you to remotely view and control users' computers,

Numara® Remote Manager empowers you to quickly resolve user issues without leaving your workplace. With remote desktop management, you can reduce support costs while simultaneously improving productivity for both administrators and users. Faster resolution means better service and more satisfied customers.

Remote Control

With Numara Remote Manager, you can see what the user sees and follow the user's actions without sitting in front of the same computer. Once connected, Numara® Asset Manager provides:

- Encrypted communications
- Video driver independent resolution control
- Bi-directional file transfer
- Clipboard management
- Target device restart

Direct Access

For server and workstations that require access when a user is not available, Numara Remote Manager allows you to easily make adjustments after hours or when the user is in a meeting. Authorized technicians can utilize direct remote to access the Windows® registry editor, Windows Service Manager, Windows Task Manager, and Windows Event Manager, as well as the file system on Windows, MacOS®, Linux®, and UNIX® operating systems.



Integrate with Intel vPro

When combined with the Intel vPro platform, Numara Remote Manager enables you to access computers even if the PC is off or the OS is down. Remote power on and boot process control capabilities allow you to centrally manage all devices regardless of PC state. This provides you with better oversight of the entire infrastructure and reduces the number and cost of manual tasks.

Private and Secure

Numara Remote Manager ensures privacy with a number of configurable options, including:

- Authenticated sessions
- User confirmation before connection
- Encrypted communications
- Central audit file of remote control session and acknowledgements

Many Challenges. One Solution.

Numara Remote Manager is one part of a fully integrated line of IT asset management solutions that make up the Numara Asset Management Platform (NAMP). Each NAMP product automates and streamlines a specific IT asset management challenge to help you reduce costs and improve service levels. Built from the ground up as a modular, yet integrated system, the NAMP product line provides a single, unified solution to simplify a diverse set of complex asset management needs.

All NAMP products run on a centrally managed framework and leverage one console, one database, one set of operational rules, one reporting engine, and one multi-functional agent. As a result of this integrated approach, you can easily snap in individual asset management products to fit changing needs without the overhead and expense of implementing a whole new solution, which means faster ROI and a lower total cost of ownership.

Numara Remote Manager

Scalable Architecture, Easy to Manage

Numara Remote Manager and all NAMP products employ a highly flexible, multi-tier architecture that can serve any size organization, small or large, and easily scale to manage thousands of nodes in large geographically distributed organizations.

Built-in configuration tools and a graphical administrative console allow you to dynamically adapt to a changing environment by expanding or reconfiguring your deployment in minutes without programming or scripting.

Supported Platforms

[See Numara Asset Management Technical Specifications Brochure](#)

About Numara Software

With more than 55,000 customer sites worldwide, Numara® Software is a global leader in delivering practical, flexible solutions that allow IT organizations to improve service to their end-users. Our integrated IT service management and IT asset management software platforms enable organizations to efficiently automate a wide variety of IT related tasks and processes using interoperable solutions from a single, proven vendor.

Widely known for our dedicated focus on ease of use and affordability for our customers, our IT solutions deliver fast time-to-value, increased control, and reduced risk for small businesses to large companies. For more information, visit:

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