



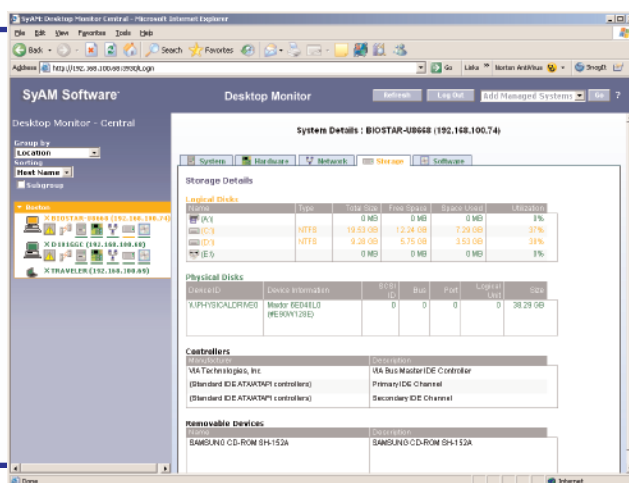
SyAM Software Desktop Monitor

A single tool that runs on all your hardware platforms, to centrally manage all your desktop assets.

What does SyAM Desktop Monitor do?

Desktops are productivity centers in your organization. Unplanned downtime on a desktop, particularly from an individual user's loss of productivity, is a pain point for administrators. SyAM's Desktop Monitor technology empowers the administrator to fully understand their desktops' detailed configuration, and proactively monitor to foresee and avoid issues that cause desktop downtime. Its remote management capabilities enable interactive problem resolution with the user eliminating helpdesk time in getting problems resolved and getting user back up and running.

- *Asset Monitoring and Reporting*
- *Supports Multiple Brands of Desktop Hardware*
- *Windows and Linux*
- *Full Remote Management Through Your Browser*
- *Storage Management*



What are the key benefits?

A single tool to manage across desktop brands
SyAM provides a single user interface to manage your multiple brands of desktop hardware running Windows and Linux. All systems are managed through a web browser from anywhere on the network.

Simple to deploy and use
Our software includes everything you need. In fact, with no other application to install, SyAM Desktop Monitor will be uploaded, configured and running in as little as five minutes, it can be deployed using your existing tools so hundreds of desktops can be installed quickly and with minimal effort. The monitoring agent dynamically discovers your desktops' operational environment, setting default thresholds and notification options so you don't need to spend time configuring. Open up a web browser from any system, log in and configure your email for alerts from that system or configure the Central System Management Alerting email account to be alerted on all desktops. It's that simple.

The intuitive user interface virtualizes the data and options relative to the systems hardware, making it easy to use without any formal training required.

Asset Discovery and Management

Desktop Monitor automatically discovers your hardware and software assets, and notifies you of any changes through alerting and event logging. Desktop Monitor enables detailed asset reporting including user-defined data such as values, physical locations, or job function, to streamline year-end financial reporting requirements. Produce asset reports showing historical issues, allowing you to pinpoint problem systems to reduce maintenance contract costs. Manage future expenditures and provide detailed information to business units for budgetary and chargeback purposes. Desktop Monitor enables proactive budgeting for technology refreshing of your environment with the click of one button.

Proactive User Assistance

Administrators designate the appropriate notification method for alerting on events, then using a web browser and SyAM's ManageAnywhere™ technology, remotely resolve the user or system issue. From the Desktop Monitor Central (DMC) or Server Monitor Central (SMC) administrators are able to immediately see through the virtual tree and assess the state of health of all managed systems. Then, by using the browser, utilize the remote console to perform updates, assist users with helpdesk issues, or access asset information on the current configuration, all of which reduces travel time and costs, and provides the user with proactive management.

Central Management Features

Asset Monitoring

—Software / Hardware change tracking

Remote Console

Remote Management

- Shutdown / Restart
- Wake on LAN

Centralized Alerting

- Notifications via Email / SNMP
- Asset / Inventory Reporting
CSV/HTML/XML output
- System Absence

Management Event Log

- Performance Snapshot Event Detail
- Filtering
- Output to file

Compatibility

SyAM's cross-platform management architecture and vendor partnerships allow for the utilization of a multitude of management standards and vendor APIs, providing maximum management flexibility in delivering the software's features and functions.

Management Standards Utilized

SMBUS, SMBIOS, AMT, ASF, DMI, SNMP, vendor proprietary APIs

Architectures

IA32 (x86)
EM64T (x64)

Hardware Platform Vendors

Abit, Acer, Ampron, Aopen, Asus, Biostar, Compaq, Dell, ECS, FIC, Fujitsu Siemens, Gigabyte, Hewlett Packard, IBM, Intel, MSI, Quanta, Soyo, SuperMicro, Tyan, Wistron, other vendors pending.

Operating Systems

Windows 2000 Professional, XP Professional
Redhat Workstation, Desktop
SuSE Professional
Novell Linux Desktop

The Result

SyAM Desktop Monitor is more than just monitoring fan speeds or giving you an asset audit report. Desktop Monitor keeps you up to date on your desktops' complete operation including:

- Alerting you to hardware and software changes allowing you to control unauthorized applications and downloads;
- Enhanced help desk with remote resolution capabilities across the entire network;
- Providing asset reports with change history and event analysis;
- Helping plan desktop upgrades and validation of maintenance renewals;
- Optimizing your IT budget.

SyAM gives you more control of your desktop resources, saves you time, money and reduces your administrative pain points, With SyAM Notebook Monitor you have true and complete **System Area Management.**

Management Features

	Local System Management	Enhanced when Centrally Managed
Environmental Monitoring	✓	✓
Network Connectivity	✓	✓
Storage Monitoring	✓	✓
Power Management	–	✓
Performance Monitoring	✓	✓
Remote Service/Process Control	–	✓
Email Alerting	✓	✓
Network Message Alerting	–	✓
Enterprise Integration (SNMP Traps)	–	✓
MOM Integration (System Event log)	–	✓



SyAM Software's Desktop Monitor is optimized on Intel® Pentium® 4 with Hyper Threading Technology and Intel® Xeon™ Processors, providing end users with a single tool to manage all their Intel Platforms

Authorized SyAM Solution Provider



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