ISO 9001 BUREAU VERITAS Certification

ISO 27001 BUREAU VERITAS Certification

ITIL® IT Service Management

EUROPEAN EVOLUTION OUTSOURCER

MVS MULTIVENDOR SERVICE

Getting Better

We manage the Internet Of Things

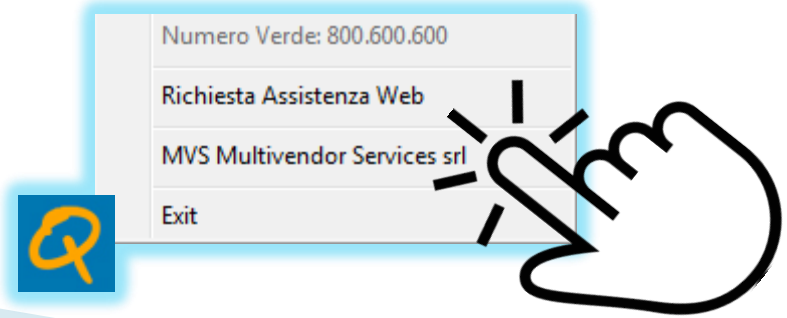
Suite AskQ 2.5

www.mvsinternational.eu

Offered Services

- Service Support avilable 24/7 x 365 days/year
- Helpdesk reachable through a dedicated toll-free number
- Open your ticket and assistance requests with one simple click
- Tailormade solutions based on your needs
- Wherever you clients are based, we will be there for you

Customizable Taskbar enablle access easily and intuitively



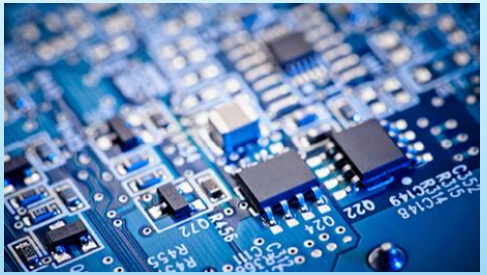
A unified solutions platform

Asset Management

- Complete traceability of all corporate assets
- Detailed info on both Hardware and Software

HARDWARE

- Complete list of all HW components and peripherals
- Complete List of all PC clients serials
- Traceability of all HW amendments and updates
- …



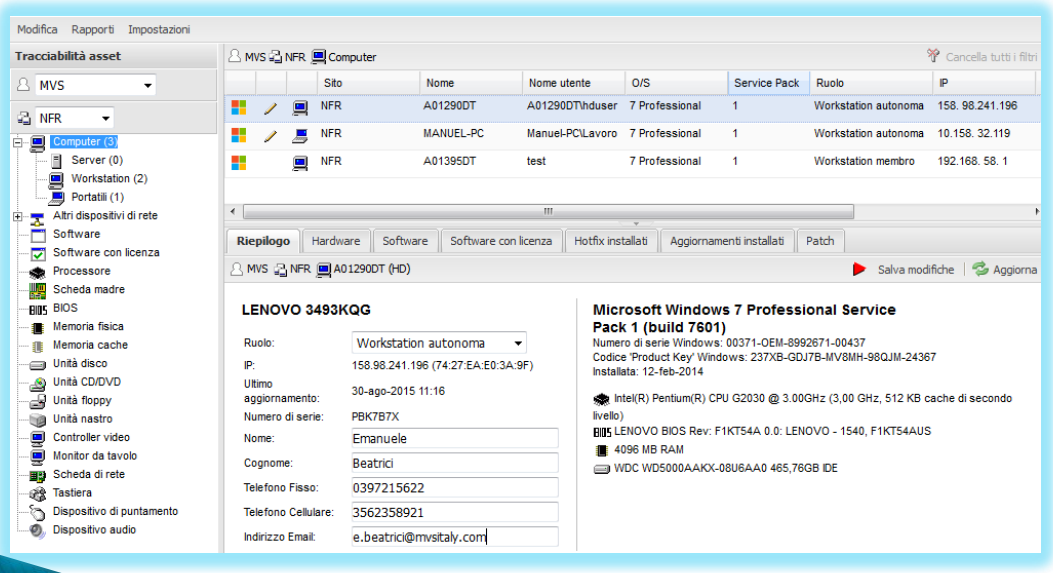
SOFTWARE

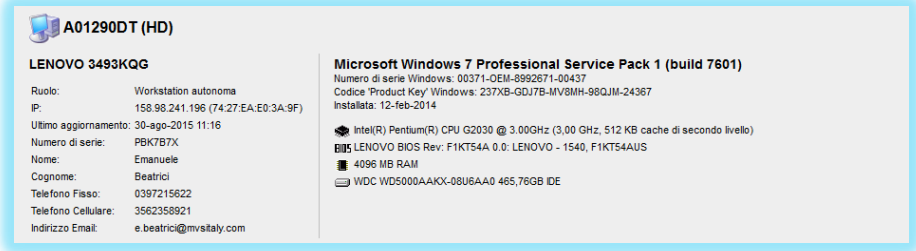
- Complete list of all installed SW
- List and active management of all SW licenses
- Traceability of all SW amendments and updates
- …

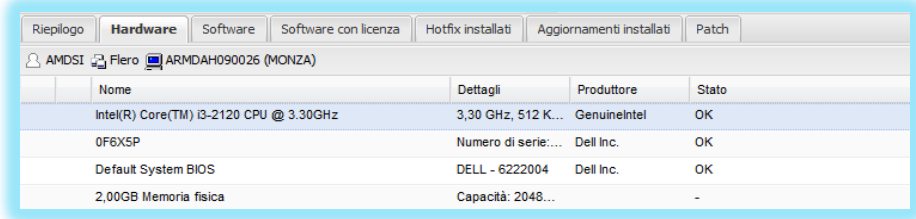
All you asset details available in just a click, up to date and in real time

Asset Management

- Customizable traceability fields
- Monitoring of the SW licenses compliancy
- Active detection of all connected assets







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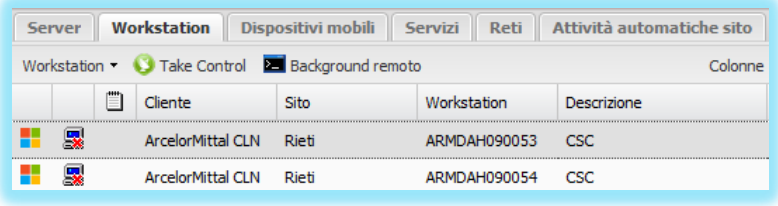
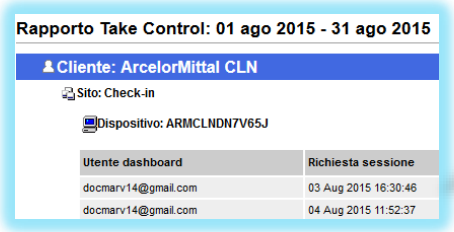
Remote Connetion

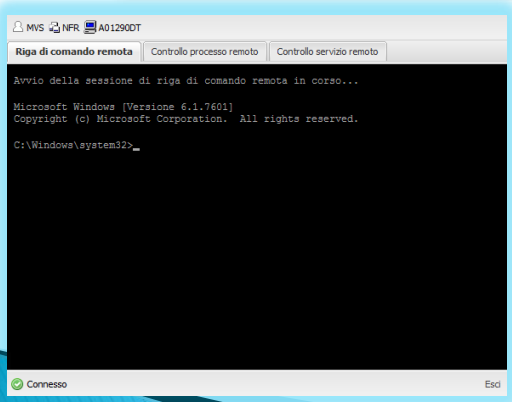
- Remote Access thanks to tool such as Take Control & Remote Background
- Quick Support, immediate remote connections even through Firewalls
- Highly secured connections, with minimum impact on the bandwidth



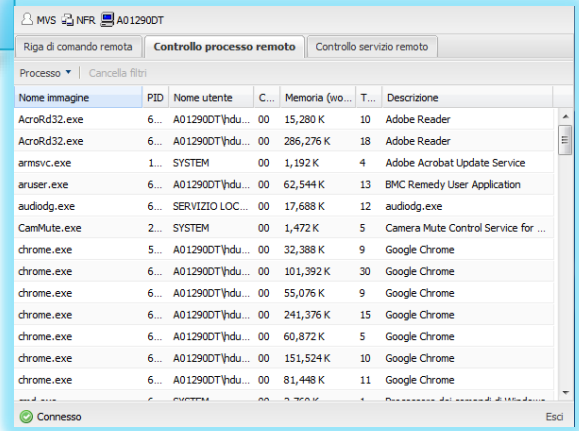
Remote Access 24/7 without necessity of on-site presence



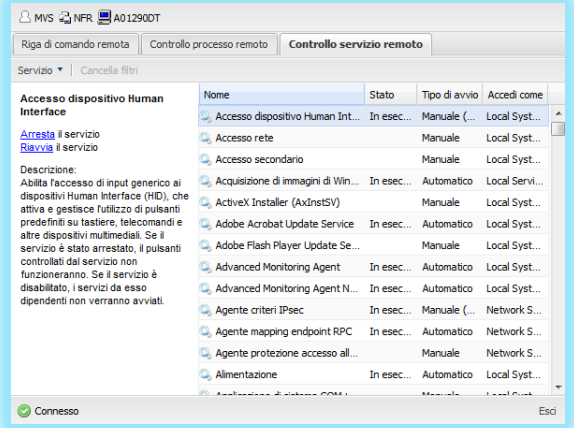
Ad-Hoc Reporting capability



File System Management



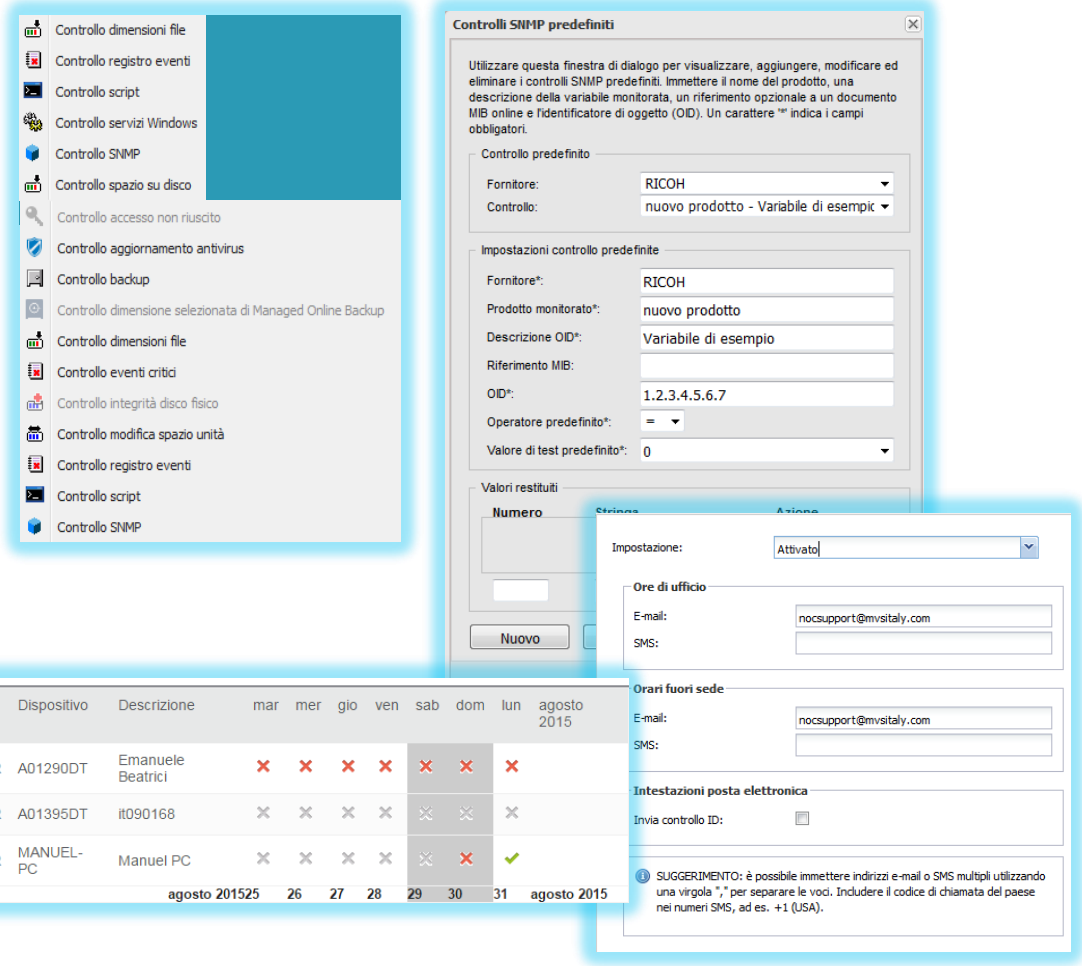
Visualization and Management of all active processes



Service Configuration-Monitoring and Management

Monitoring

- Remote Servers
- Printers Network (SNMP)
- Websites
- Mobile Devices
- Cloud Applications
- Workstations
- Virtual Machines
- Active monioring of all notifications (e-mail, SMS) with customizable setting of the events to be monitored
- Support Ticket Automatic creation
- Ad-hoc reporting (weekly or monthly)



Maximum detail level of monitoring VS Minimum complexity

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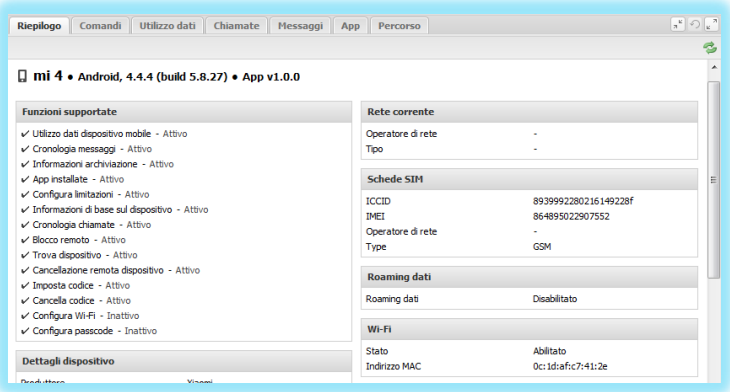
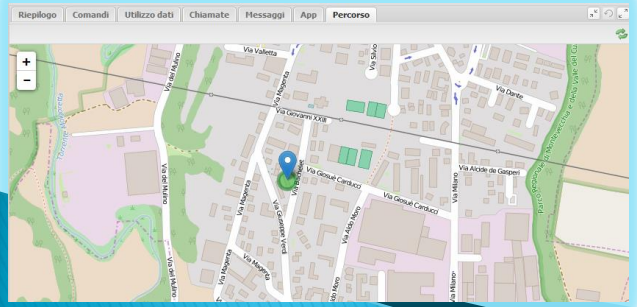
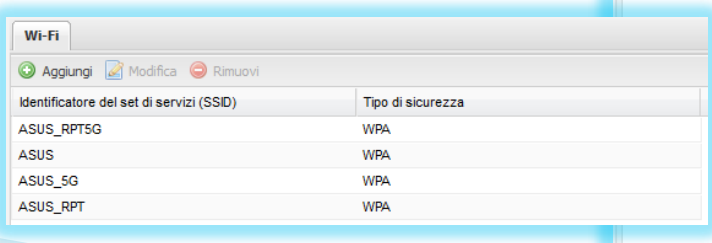
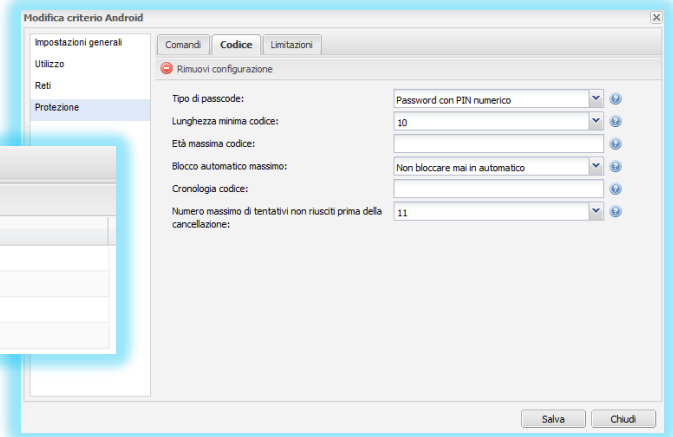
Mobile Devices Management

- Asset Traceability and GPS
- List installed APP
- Data usage, calls and msg monitoring,
- Remote Configuration, e-mail and wi-fi access
- Location tracking
- Remote block and access codes setting
- Remote device formatting and data erase
- Security settings detailed configuration
- Camera Block
- …









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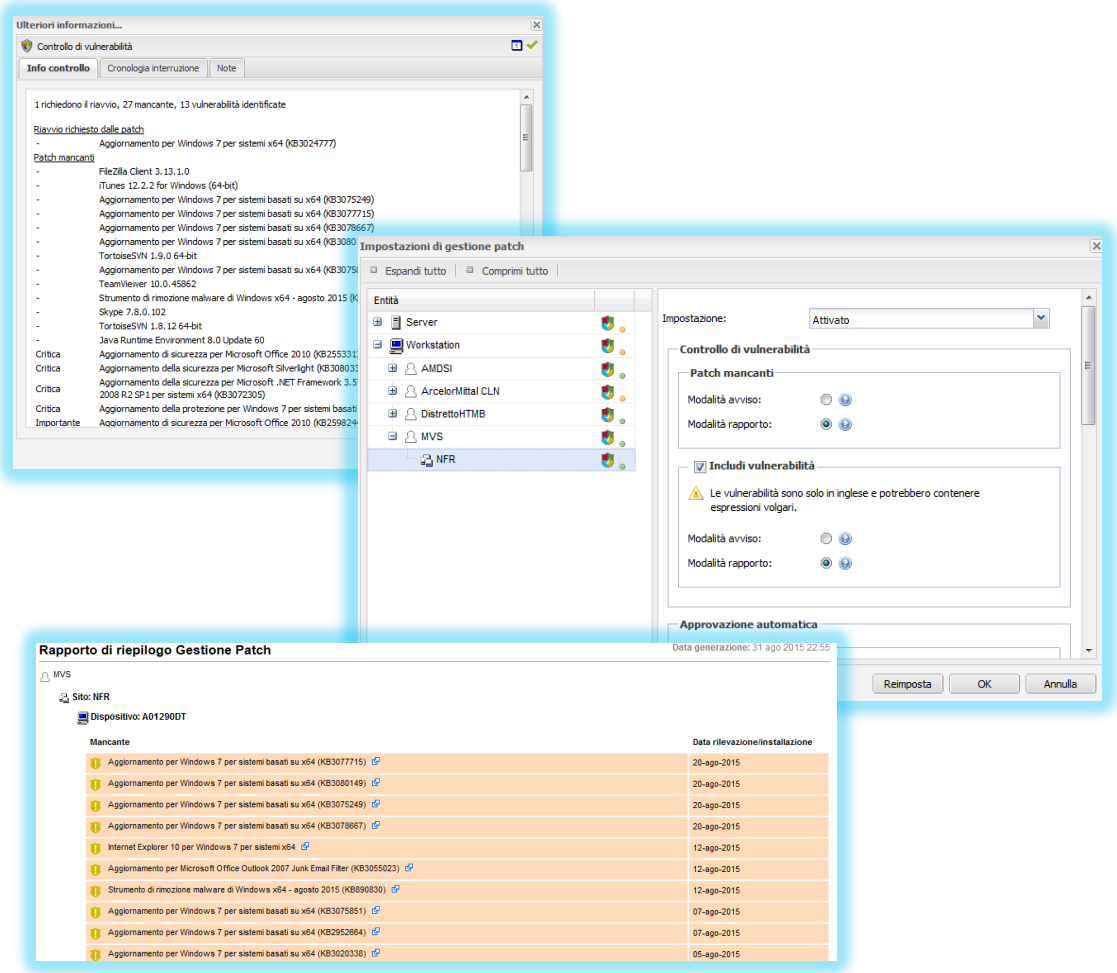
Software Patch Management

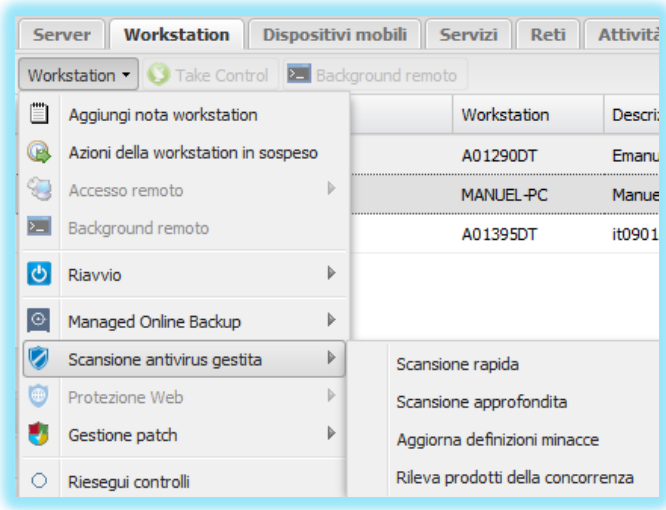
- Missingpatch scan
- System security issues scan
- Micosoft sw complete update support
- Other SW vendor support(Java, Mozilla, Adobe, ecc…)
- Patch approval criteria setting
- Time planning of updates release
- Workstation automatic restart planning
- Single/Multiple workstation Update/Patch installation
- Ad-hoc reporting on update status of the MIF

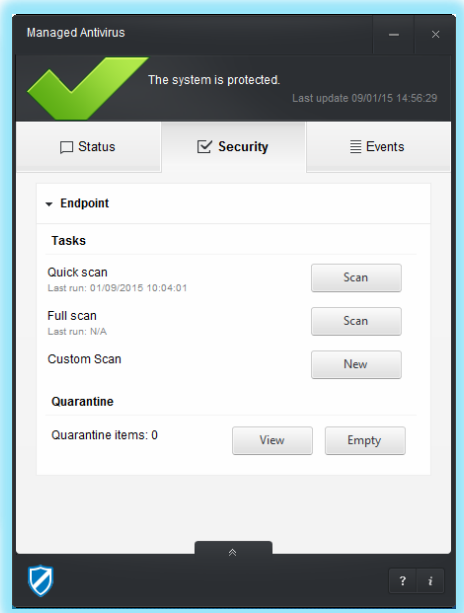


Obsolete or missing Patches, Security Issues ? No longer a problem

Antivirus

- Antivirus management dedicated dashboard
- External peripherral Scan
- Anti-malware scan
- E-mail virus attack notifications
- Fully customizable reporting
- Intuitive and simple user interface
- Quarantine file management from teh dashboard
- Remote scan capability
- Light but extremely effective antivirus
- Immediate recognition of the 99% of the eisting viruses
- Reconize up to 98% of the Zero day threats
- No positive fake captured in teh performed tests

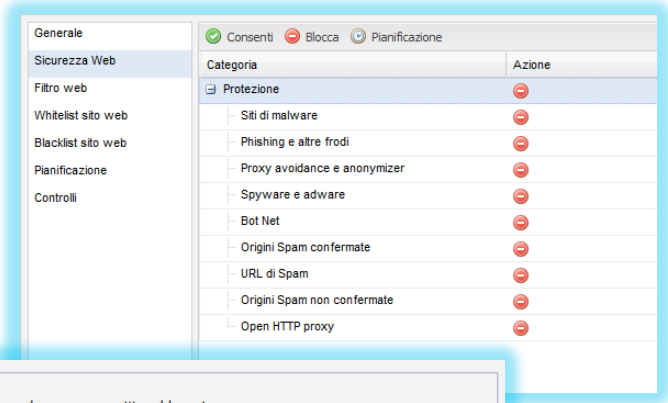


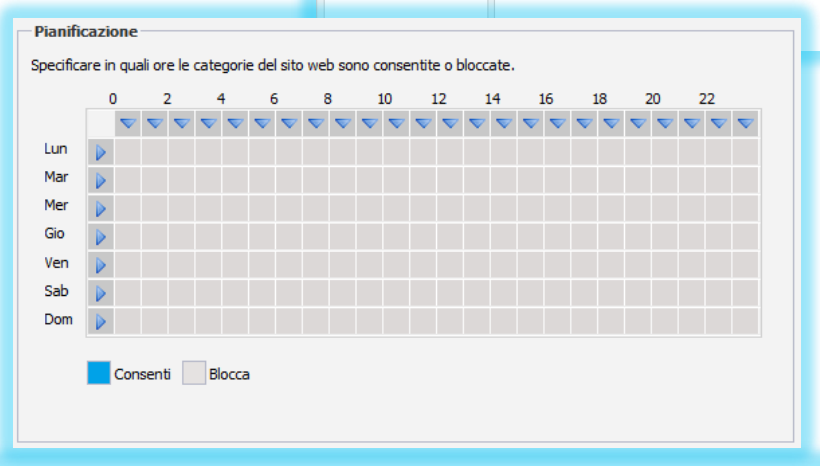


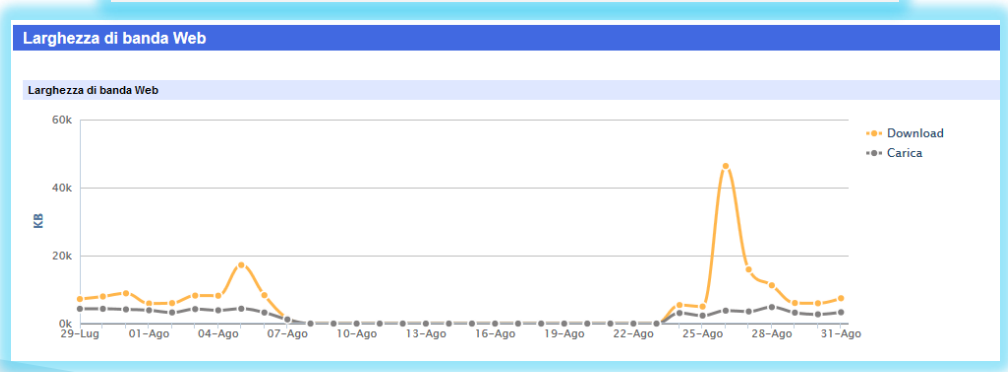
Optimum performance, total protection, light package thus no impact on system performance

WEB Protection

- Protect end-user from websites that inoculate malware, proxy, spyware, adware, botnet and perform perform phishing and spam
- Apply centrally and conteporarely contents filter over a wide selection of websites
- Web brwosing policy enforcement especially studied for professional environments
- Websites black-list easy management
- Bandwidth monitoring and set-up of warning levels with automatic notifications of those leves reach
- Web-access configuration fully customizable based on working hours

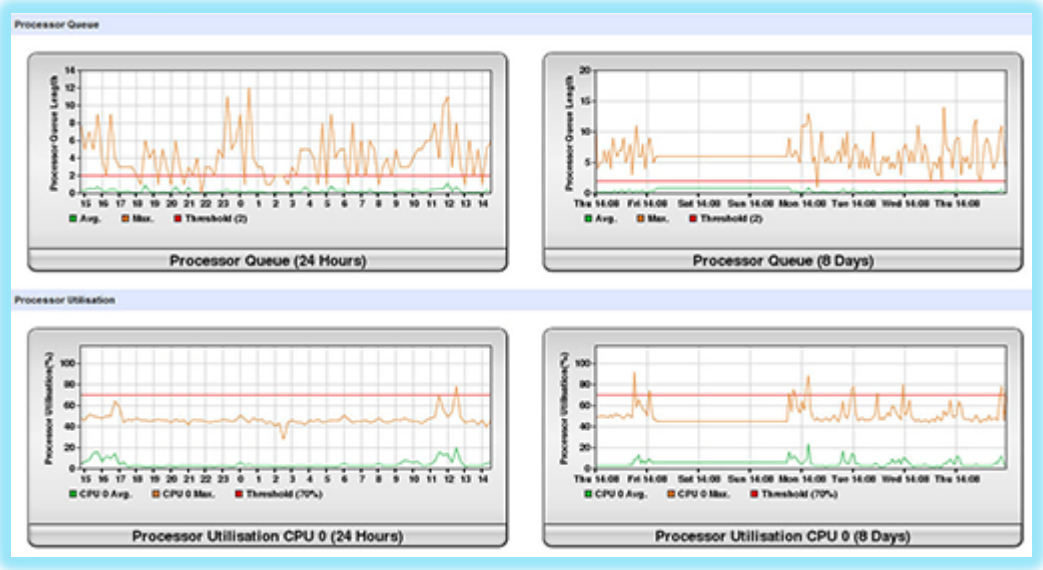






Ad-hoc reporting

- System performance metrics
- System Health controls
- Bandwidth monitoring and performance
- SNMP monitoring
- System critical event chronology
- Complete status and performance reporting on Mobile Devices, Workstations and Servers
- Complete reports on system updates both on SW and HW



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We offer a trial fo the full package solution for 30 days,
please contact
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