

# Desktop Management Services

Today's demanding business environments require 7x24x365 accessibility to data. Flawless end-user access is now the norm. Our highly trained Support Specialists and Engineers understand this and work with your employees or business partners when they have issues to quickly resolve their issues and restore their access to your company's applications and data. They provide friendly, knowledgeable assistance in a supportive manner avoiding "IT jargon" all to make a positive experience out of a not so positive situation.

## DESKTOP MANAGEMENT FEATURES

- Monitoring: Availability, Performance & Capacity
- Asset and Patch Management
- Pro-active Maintenance
- Software Deployment
- Remote Control (Attended and Unattended)
- Antivirus Management
- Software License Management

## KEY CLIENT BENEFITS

- Configuration of Web based Windows
- Desktop Management solution that manages desktops for the entire organization from a central location
- Automation of the entire Desktop Management Lifecycle
- Effective Patch Management
- Timely Software Deployment
- Asset & Power Management

**We support you  
around the clock**

## MANAGED PC SERVICES

## FULLY MANAGED

### User and Configuration Management

User Additions, Deletion and Changes

✓

User Profile Administration

✓

### Asset Management

Hardware Inventory Tracking

✓

Software Inventory Tracking

✓

Warranty Tracking

✓

### Patch Management

Patch Pilot rollout and Testing

✓

Automated Operating System Patch Management

✓

Application Patch Management

✓

### Software Delivery

Automated Delivery for Approved Applications

✓

OS, Images, Application Distribution

✓

Deploy MSI -based applications

✓

### Performance

Proactive tracking of PC performance

✓

Scheduled scripts for predefined tasks

✓

### Reporting

Hardware and Software Inventory report

✓

Patch Compliance Report

✓

AV Updates Compliance report

✓

### User Support

Unlimited support for users

✓

Incident Response and Resolution Tracking

✓

Ticket Log Analysis and Problem Management

Unlimited 24x7 Hours Phone and Email Support

✓

### OEM/ 3rd party escalations

Escalations and co-ordination with OEM

✓



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IT SOLUTIONS

**CALL US TODAY TO FIND OUT MORE.**

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