

WHAT'S NEW IN R3

MANAGED WORKPLACE[®] 2011

plus
agent



Managed Workplace 2011 R3 extends MSPs' ability to "see all and manage all," creating highly differentiated new service and revenue opportunities for both existing and new customers.

- MSPs can now deliver Managed Print Services (MPS) using deep printer management features and integration with third party programs that use Managed Workplace metering and supplies data.
- New Cloud Services management capabilities enable MSPs to monitor and manage Office 365, Google Docs and other popular cloud services.
- Advanced Power Management opens new opportunities to deliver measurable savings to cost-conscious and environmentally concerned customers.
- New Remote Tools; plus the ability to use all these rich management capabilities without deploying an agent on the remote device; extending and expanding MSP technician productivity.

MANAGED PRINT SERVICES

Managed Workplace 2011 R3 creates significant new revenue opportunities for MSPs by introducing comprehensive monitoring and management of a full range of printing and imaging assets. Industry research suggests that MPS can reduce the costs associated with printing by up to 30 percent. MPS capabilities in Managed Workplace lay the foundation for significant cost savings for end customers and important new revenues for MSPs. In addition to increasing the return on investment (ROI) and reducing the total cost of ownership (TCO) associated with printing and imaging assets through reduced operating costs and increased device uptime, Managed Workplace 2011 R3 delivers detailed information about page counts and the status of consumable supplies such as paper and toner, making it possible to drive broad new revenue streams with highly profitable Cost-Per-Copy (CPC) and just-in-time supply replenishment programs:

- Automatically discover network printers and imaging devices.
- Monitor and alert on printing and imaging assets.
- Respond rapidly to alerts and warning messages, including device status, paper jams, and consumable supply replenishment issues (toner, paper).
- Optimize ROI through increased device availability and reduced costs.
- Use the detailed information about page counts and consumable supplies to drive new CPC and automatic supply replenishment programs for end customers.



CLOUD SERVICES MONITORING AND MANAGEMENT

A leader in Cloud Services management since 2009, Level Platforms continues to enhance and extend opportunities to monitor and manage the cloud along with all other customer IT assets from the Managed Workplace dashboard.

See All. Manage All. Service All.

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Managed Workplace 2011 R3 introduces a new extensible approach to monitoring and managing the next generation of Cloud Services, such as Microsoft Office 365 and Google Docs, positioning MSPs as the managers of their clients' entire technology ecosystems, heightening the value they deliver and ensuring their relevance as IT migrates from traditional client-server architectures to the interconnected world of cloud and network-based computing. Managed Workplace 2011 R3 presents .cloud files, which are based on our core policy-based monitoring framework and enable the monitoring and management of cloud services that use JavaScript redirects or require session credentials. MSPs now have the ability to monitor the performance of these services and immediately determine the root cause of application performance issues experienced by their customers and take rapid corrective action. Managed Workplace 2011 R3 also introduces a new set of PowerShell scripts that greatly simplify the management of a client's Microsoft Office 365 cloud service – including adding and removing users, resetting passwords and other critical functions – right from the Service Center. By combining remote monitoring, management and automation with the cloud, Managed Workplace 2011 R3 significantly extends the service offerings and revenues opportunities for MSPs.



- Monitor and manage basic websites and popular cloud services that use JavaScript or other redirects and have credential requirements, including Office 365 and Google Docs.
- Use .cloud files to import a service definition for advanced web site monitoring.
- Accurately identify the source of performance issues – web server, cloud or elsewhere – by tracking web request transaction times.

POWER MANAGEMENT

With Managed Workplace 2011 R3 MSPs can cut the amount of energy wasted by their end customers – significantly reducing costs and environmental impact. According to industry research, computers and monitors typically consume 40-60% of the electricity used by office equipment, much of it wasted as 30-50% of terminals are usually left on at night. A managed PC consumes half the energy of an unmanaged device, which translates to an immediate savings of \$50-\$100 per device per year. To unlock these savings, Level Platforms has introduced new tools in Managed Workplace 2011 R3 that help MSPs control their clients' power usage and eliminate waste. Managed Workplace 2011 R2 introduced a set of ready-to-use power management scripts that automatically configure computers to monitor and report on power consumption, or automatically power on and power down computers outside of business hours. The latest release includes power plans that greatly simplify and deepen the management capabilities available to the MSP. Rather than running individual scripts, it is now possible to access, configure and manage the full power profile on Windows devices on the network – either individually or in service groups.

- Use Managed Workplace Power Plans to reduce overall energy consumption at device and group levels.
- Apply specific sets of rules to workstations to help customers reduce their operating costs and environmental footprint.
- Use enhanced control to optimize energy consumption against required device performance (including automatically powering down devices after hours) to prolong battery life for laptops and reduce associated noise in the working environment.

REMOTE TOOLS

Managed Workplace 2011 R3 increases the power of the real-time Remote Tools introduced in Managed Workplace R2 by making it possible to use them with any Windows PC monitored by the Onsite Manager or a Device Manager. As before, you can use these remarkable capabilities without deploying an agent to launch the remote session, and with no interruption to the end-user. In addition, two new Remote Tools have been added to the suite:

- Event Viewer allow technicians to view event logs on an end user's computer.
- Screenshot enables the technician to capture a screenshot of an end user's computer – especially useful for seeing error messages.

"With every new release, major or minor, the new features and functionality continue to amaze us. LPI has always listened to user requests 'and complaints', and improved the product significantly every time."

Lynn Armbruster, President
Conlin Consulting

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