

PDCC DATACENTER IT AUTOMATION

Kaseva Plays a Vital Role in Automation & IT Audit

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Indirect & Direct Benefits of VMS solution on Kaseya Platform

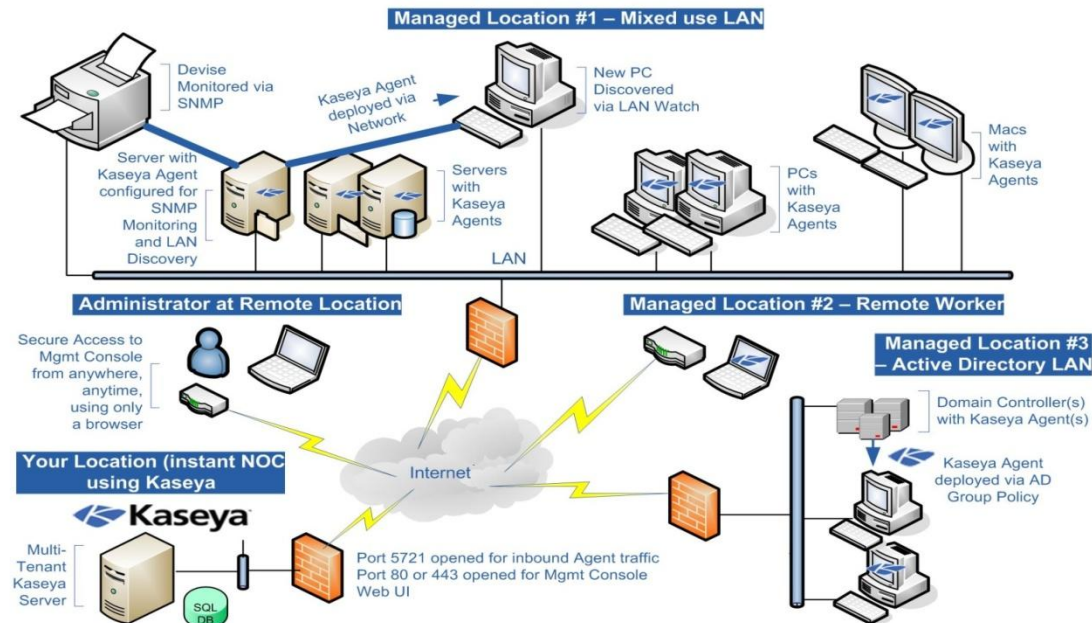
- 1) Plays a vital Role in IT ISO Audit & Reporting.
- 2) Whatever the IT ISO NC for 2012-2013 are covered & got compliance in 2013-2014.
- 3) H/W & S/W inventory is getting audited & updated every day. Also it is available Online for all the authenticated user.
- 4) Hard copy & Soft copy of report is available.
- 5) S/W compliance report helps to analyze correct license utilization & purchasing.
- 6) S/W compliance is the measure parameter is getting addressed by automated way.
- 7) Help to renew the AMC of asset on time.
- 8) Minimize the downtime by doing the remote monitoring & patching.
- 9) Improve the service support by automation so automatically end user satisfaction is improved.
- 10) Vendor management is very effective & efficient.
- 11) Patching for application is done on non-business hour with the automation so it reduce the man hour & improved the accuracy.
- 12) It helps push maintain the policy.
- 13) Alert mechanism & incident management works hand in hand so Uptime for server is improved.
- 14) Software helps to managing the asset which are offline & link to IT.
- 15) One console to give the solution to all IT related query.
- 16) It will list you the asset which is required to do an AMC or EOF.

- 17) Helps for procurement decision.
- 18) Correct H/W will be get placed in proper location where it is needed.
- 19) Help in correct IT budgeting & spending the money.
- 20) Improve the efficiency, accuracy & availability 24*7.
- 21) It act Virtual System Support Engineer available 24*7 without any leave.

Security

Agent server communication is 256 bit encrypted communication. Very tiny footprint of agent plays vital role in managing the IT asset like H/W & S/W inventory management, Helpdesk Management, Remote support & vendor Management.

KASEYA FRAMEWORK



Vintech Manage Services on Kaseya Platform

Dashboard & reports are subjected to the audit date & strictly confidential

Reporting

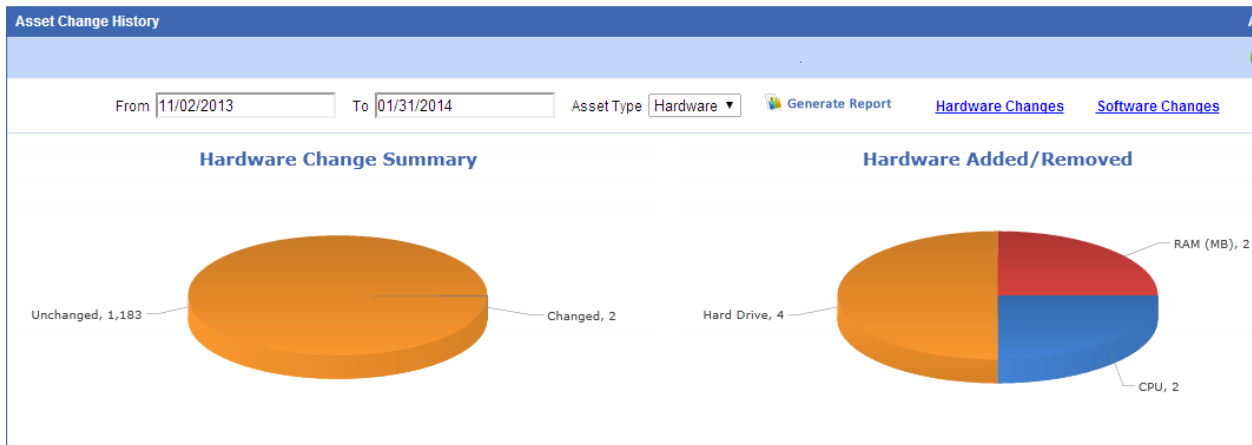
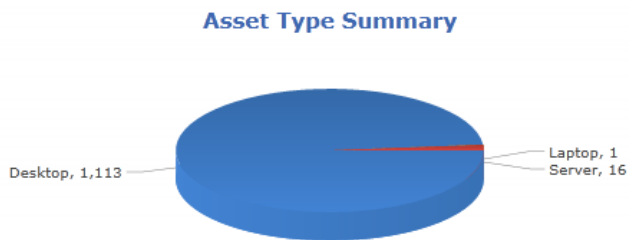
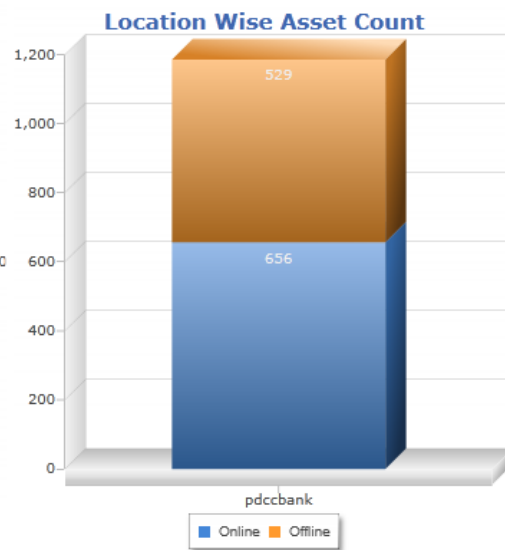
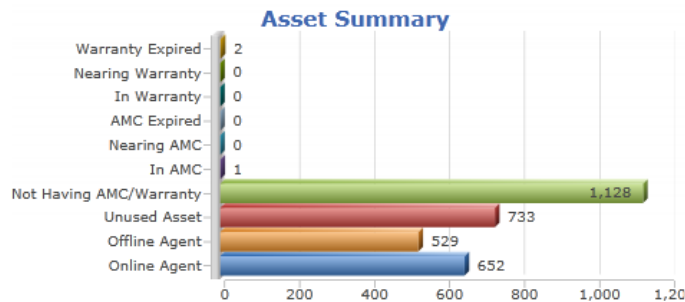
All the IT activities are managed by single web base console & it is tightly integrated with Reporting tool. Reports are available in Tabular Excel format, Pie chart & Bar chart Format.

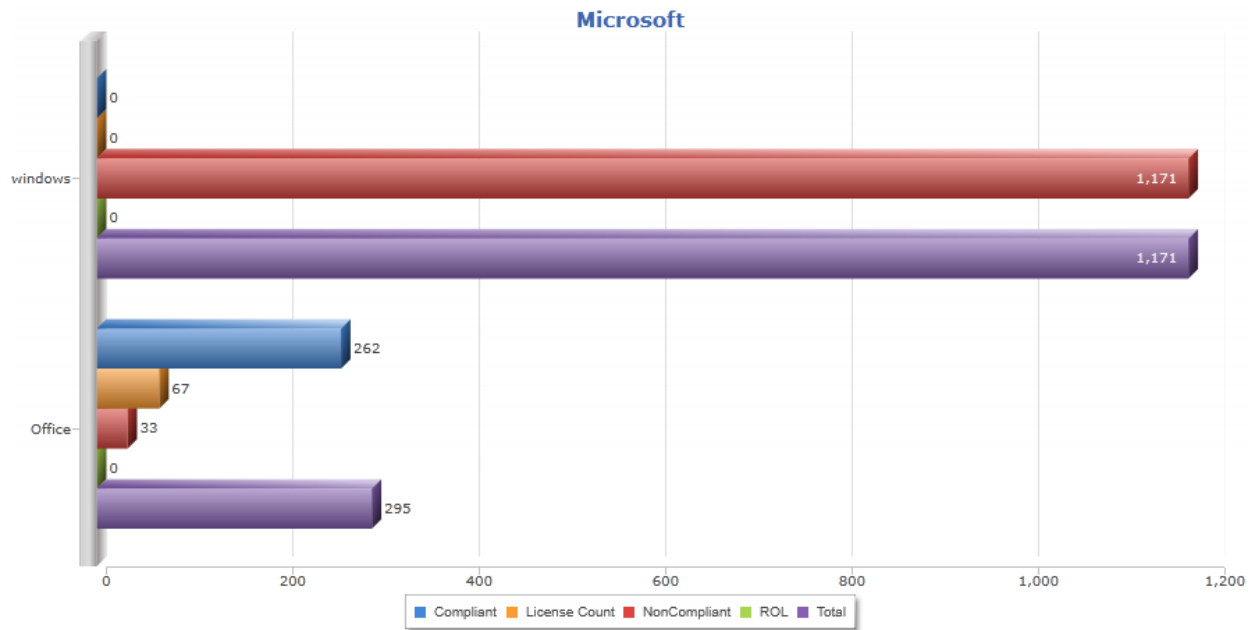
Reports are created on the basis of valid agent online audit so any point in time you will get the correct H/W & S/W inventory.

Here we are managing the reporting for 1185 online machine & 2221 offline asset like printer, scanner, UPS & batteries.

Inventory View

IP Address	Computer Name	MAC Address	OS	Machine Type	OS Version	CPU Description	CPU Quantity
...
10.100.140.22	ambawade_2	3C-D9-2B-55-C7-E8	7	Low Profile Desktop	Professional Edition Service Pack 1 Build 7601	Intel(R) Core(TM)2 Duo CPU E7600 @ 3.06GHz, Model 23 Stepping 10	2
10.100.140.23	ambawade_3	3C-D9-2B-55-C8-04	7	Low Profile Desktop	Professional Edition Service Pack 1 Build 7601	Intel(R) Core(TM)2 Duo CPU E7600 @ 3.06GHz, Model 23 Stepping 10	2
10.100.140.21	hp-HP	3C-D9-2B-55-C7-EE	7	Low Profile Desktop	Professional Edition Service Pack 1 Build 7601	Intel(R) Core(TM)2 Duo CPU E7600 @ 3.06GHz, Model 23 Stepping 10	2
10.40.141.21	amboli	6C-F0-49-16-3C-51	XP	Desktop	Professional Edition Service Pack 2 Build 2600	Intel(R) Core(TM)2 Duo CPU E7500 @ 2.93GHz, Model 23 Stepping 10	2
10.40.141.23	pdcc-010-201-23	78-E3-B5-BE-D1-9F	7	Desktop	Professional x64 Edition Service Pack 1 Build 7601		
10.40.141.22	pdcc2	6C-F0-49-16-4C-9E	XP	Desktop	Professional Edition Service Pack 2 Build 2600	Intel(R) Core(TM)2 Duo CPU E7500 @ 2.93GHz, Model 23 Stepping 10	2
CPU Description	CPU Quantity	Sys Serial Number	Manufacturer	Product Name	Chasis Serial Number		
...		
Intel(R) Core(TM)2 Duo CPU E7600 @ 3.06GHz, Model 23 Stepping 10	2	INA132SH9R	Hewlett-Packard		INA132SH9R		
Intel(R) Core(TM)2 Duo CPU E7600 @ 3.06GHz, Model 23 Stepping 10	2	INA132SH96	Hewlett-Packard		INA132SH96		
Intel(R) Core(TM)2 Duo CPU E7600 @ 3.06GHz, Model 23 Stepping 10	2	INA132SH73	Hewlett-Packard		INA132SH73		
Intel(R) Core(TM)2 Duo CPU E7500 @ 2.93GHz, Model 23 Stepping 10	2	INA94805Q1	Hewlett-Packard		INA94805Q1		
		INA316P9YB	Hewlett-Packard	HP Compaq Pro 4300 SFF PC	INA316P9YB		
Intel(R) Core(TM)2 Duo CPU E7500 @ 2.93GHz, Model 23 Stepping 10	2	INA94805WD	Hewlett-Packard		INA94805WD		
Intel(R) Core(TM)2							

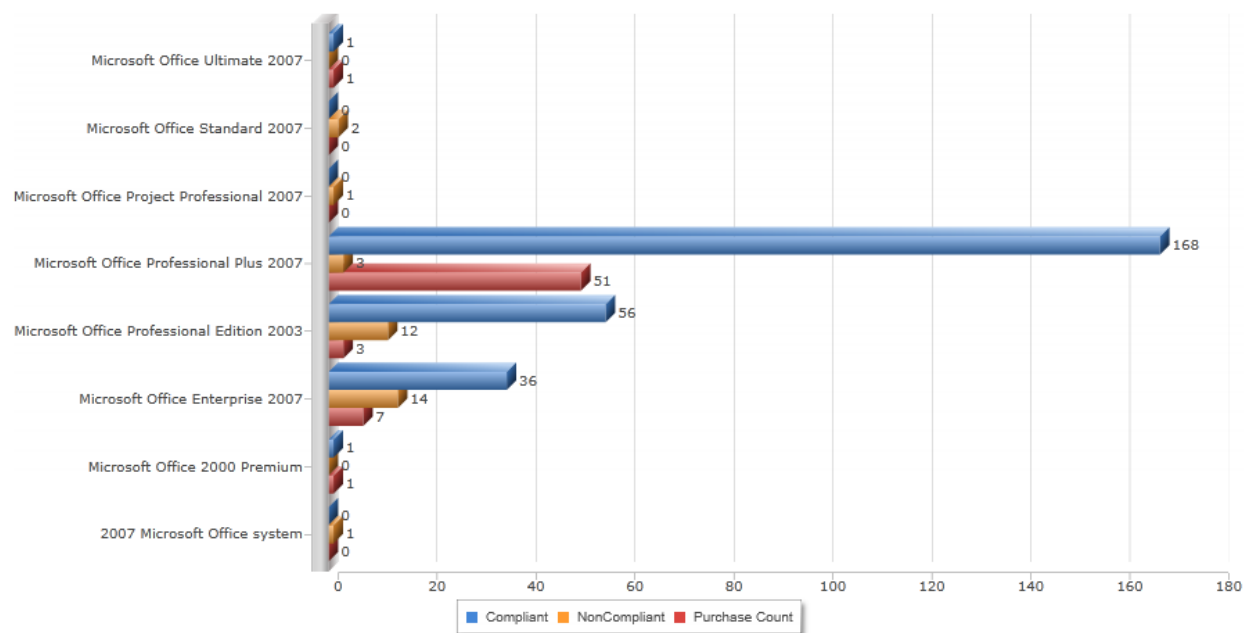
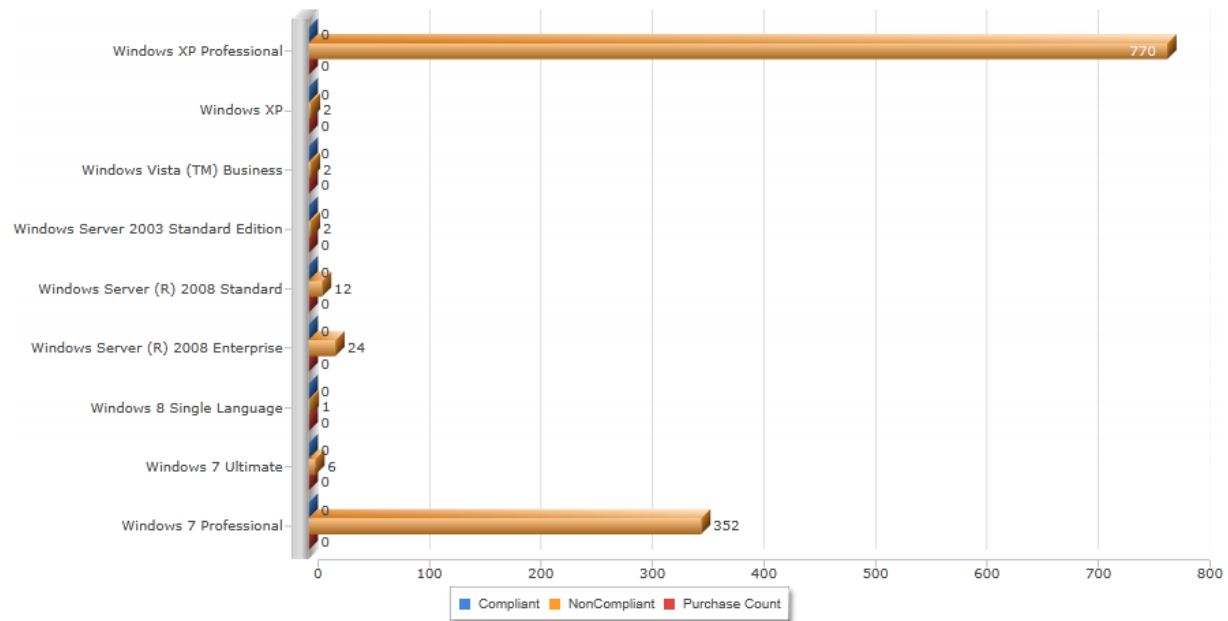




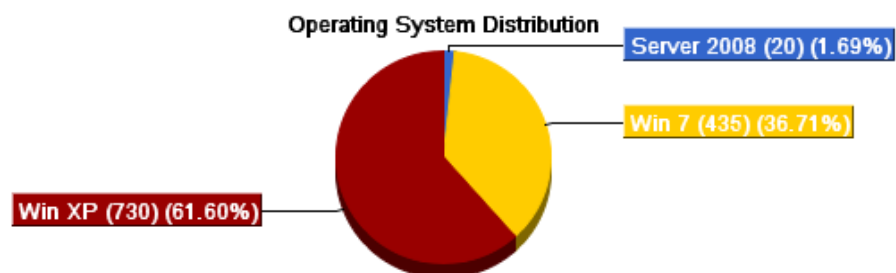
S/W compliance

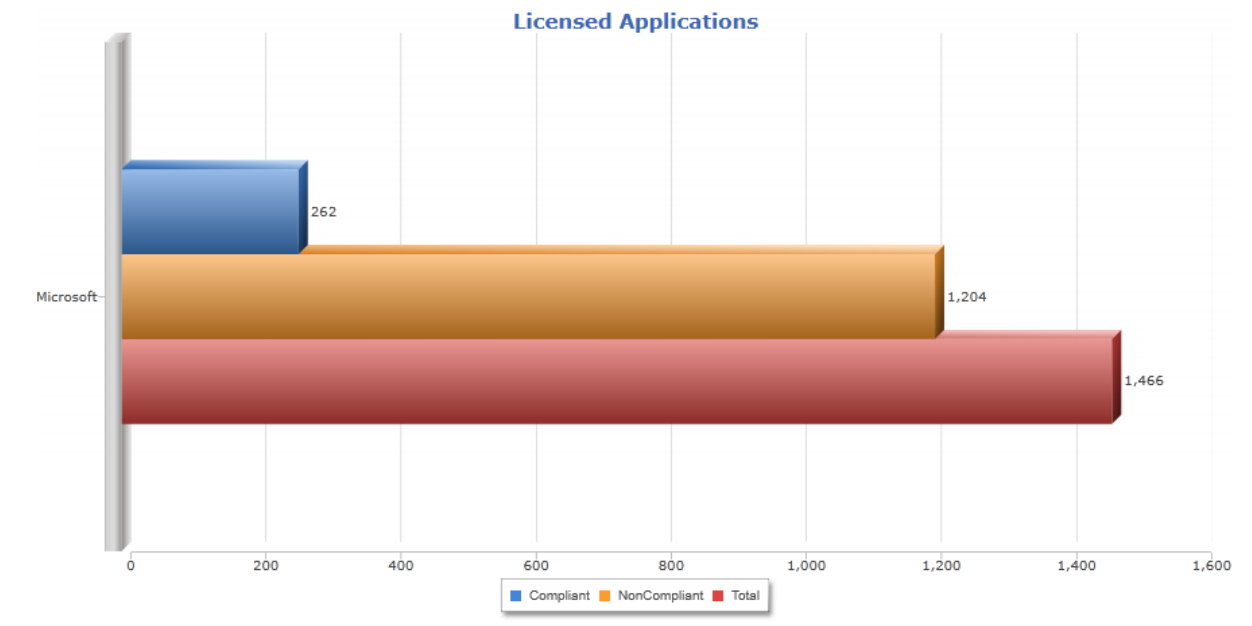
On the basis of Audit, we are able to gather all the S/W license count with the product keys, So by comparing that data with the Purchase count we are easily able to find out noncompliance Software.

Publisher	Title	Product Name	Product Key	Purchase Count	Compliant	Non Compliant
Microsoft						
	Office	2007 Microsoft Office system	GFJDQ-V3VWV-73J8F-KFY8R-FG96Y	0	0	1
		Microsoft Office 2000 Premium		1	1	0
		Microsoft Office Enterprise 2007	F3DJD-6FFQ4-XQTQF-PGK47-8MDQ8	0	0	1
		Microsoft Office Enterprise 2007	F6Q4R-3DW7C-FQG72-DGWB-TKCVW	0	0	4
		Microsoft Office Enterprise 2007	H39VR-HRWX9-XVT8Y-DGGQ6-VBPVW	0	0	1
		Microsoft Office Enterprise 2007	H86Q7-F86BG-KBWRQ-YQXQH-HD3Q8	0	0	1
		Microsoft Office Enterprise 2007	HHYJH-3XPMK-D6879-HXY9J-8J3Q8	0	0	1
		Microsoft Office Enterprise 2007	KGFVY-7733B-8WCK9-KTG64-BC7D8	7	36	0
		Microsoft Office Enterprise 2007	KPX26-4WBKC-QK7Q4-277H6-T3W7W	0	0	2
		Microsoft Office Enterprise 2007	QTKG4-K9HYF-V3RXF-CV97G-V2QQ8	0	0	1
		Microsoft Office Enterprise 2007	RDWVY-Y7GKD-6QV6Q-HMHIG-Q18B1	0	0	2



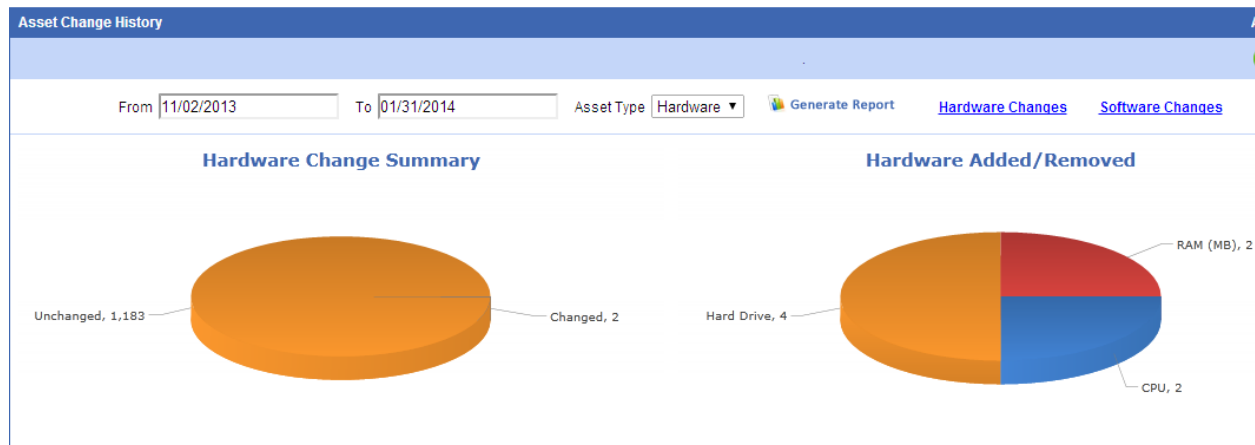
Operating Systems



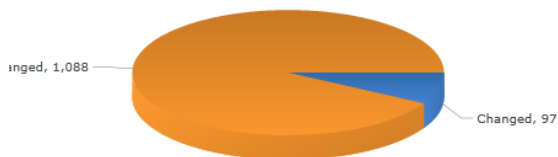


Non Compliance changes in IT Environment

We are able to pull the Asset change history in terms of Hardware & Software which will gives the update for any S/W uninstallation & installation & as well as H/W part addition & removal.



Software Change Summary

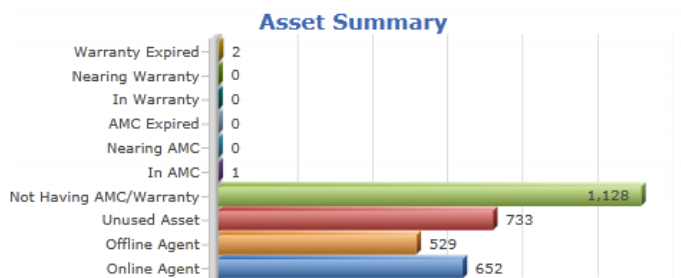


Software Added/Removed

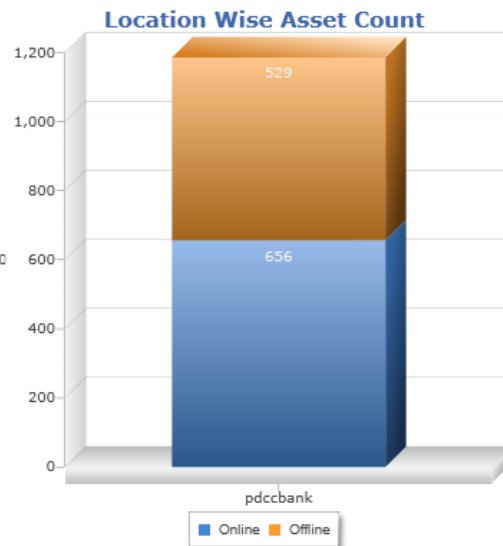
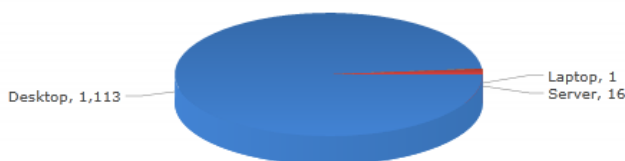


Maintain Warranty & Contract Details

Manages the contract details & showcase before its getting expire. Also you can attach the contract document with machine so you can pull it any time to produce as a proof.

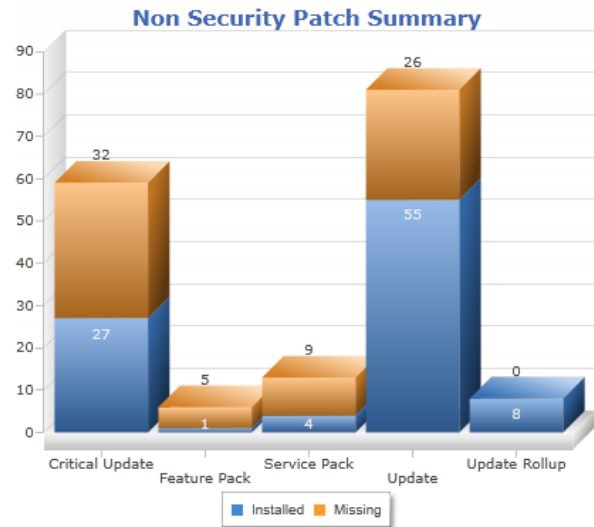
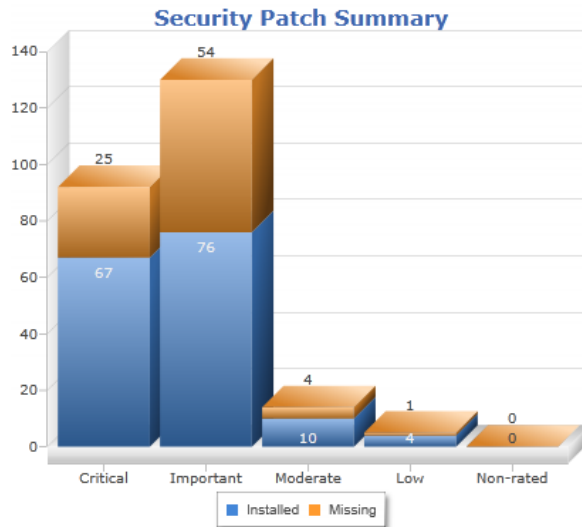


Asset Type Summary



Patch Management

Update the security & critical patches for OS & application. Also we are updating the banking & ISO document file from HO location to all the other branches machine by automated way which save lot of man hour & resources.



Monitoring

We are monitoring the critical asset like switch & server for 24*7. If anything goes down it will automatically generate the ticket.

Windows Counter Monitoring

Counter Thresholds Services Check Process Status Monitor Icons

1

Select the Object you wish to monitor. Specify the related Counter to notify you when system objects fall out of desired operations

*Object: < Select Object > Add Object

*Counter: Add Counter

Instance: Add Instance

2

*Counter Name: This counter object.

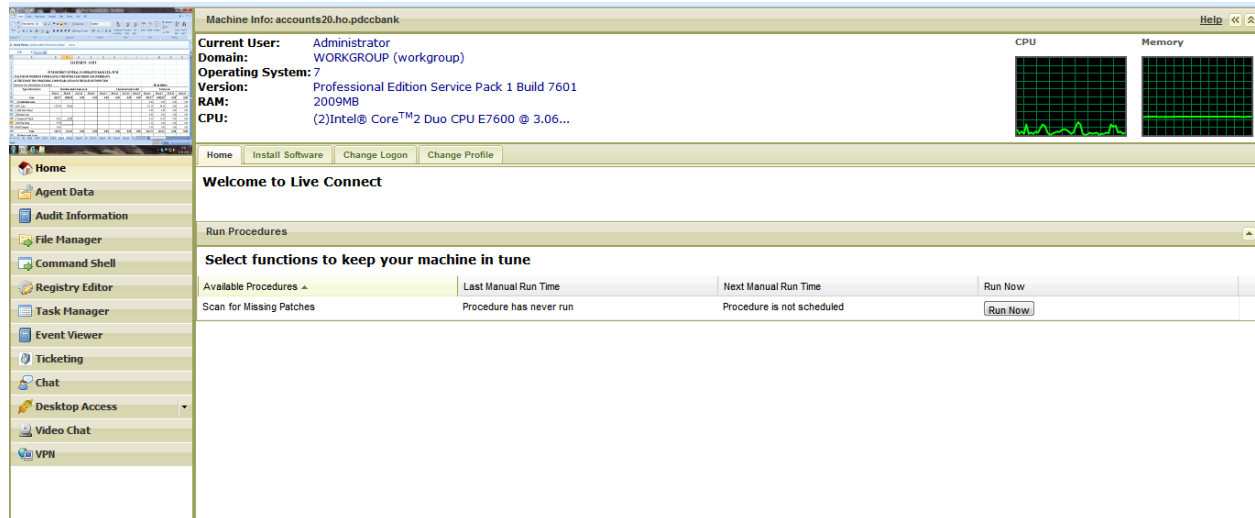
Description:

Browser
Cache
Database
DHCP Server
Distributed Transaction Coordinator
DNS
Full Image
Heap
ICMP
Internet Information Services Global
IP
Job Object
Job Object Details
LogicalDisk
Memory
MSDTC Bridge 3.0.0.0
MSExchangeIS
MSExchangeIS Mailbox
MSExchangeTransport Queues
MSSQL\$SQLEXPRESS:Access Methods

Counter Thresholds Services Check Process Status Monitor Icons

Remote Support

Able to do a preventive maintenance remotely so lot of problem is addressed before it will arrive. Remote console is possible to address the configuration issue & help the END user.



Incident Management

Able to manage the service call with the SLA & automatically call is get escalated when the SLA is get Violated. Improved service delivery, record & SLA management, and Downtime management, easy to take the call for H/W refreshment.

Vendor management is very easy & any point in time you can pull the report for any Vendor to see his performance.

Ticket Count: 2574

Start Date 01/01/2014

End Date 01/31/2014

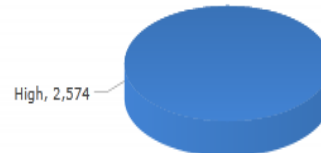
Status All

 Generate Report

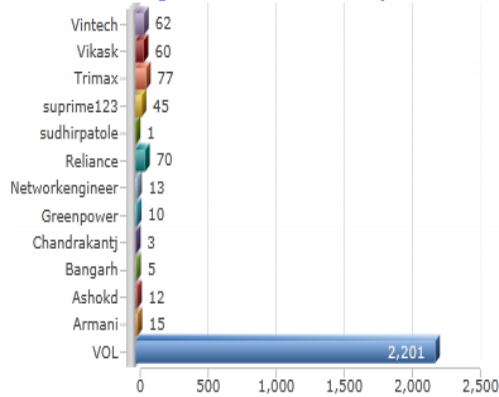
Status Wise Ticket Summary



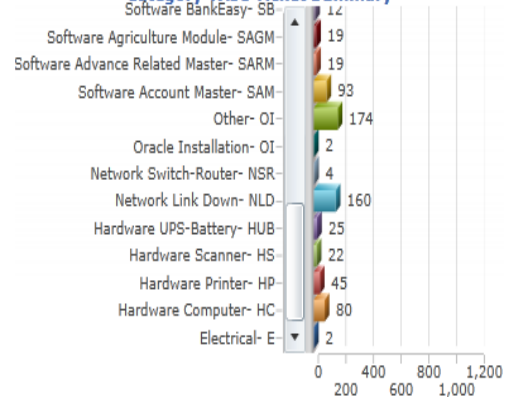
Priority Wise Ticket Summary



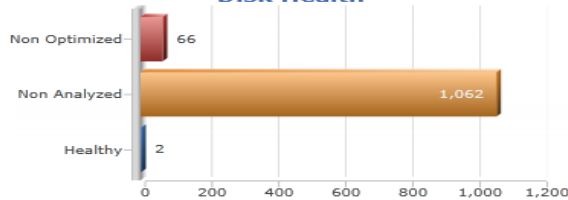
Assignee Wise Ticket Summary



Category Wise Ticket Summary



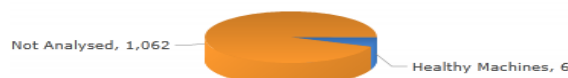
Disk Health



Disk Utilization



Bad Sector



Defrag Analysis



Uptime Report

Server Uptime	
Machine ID	% Uptime
baramati-mainserver.branchserv...	46.2%
blade1.servers.ho.pdccbank	100%
blade2.servers.ho.pdccbank	100%
blade3.servers.ho.pdccbank	100%
blade4.servers.ho.pdccbank	100%
blade5.servers.ho.pdccbank	100%
blade6.servers.ho.pdccbank	100%
blade7.servers.ho.pdccbank	100%
control.ho.pdccbank	73.05%
dc50.servers.ho.pdccbank	98.85%
hadapsarsserver.branchservers.p...	54.5%
ho_omniserver.ho.pdccbank	99.77%
laxmiroadserver.branchservers....	48.3%
misserver.servers.ho.pdccbank	100%
pdcc-db1.servers.ho.pdccbank	100%
pdcc-db2.servers.ho.pdccbank	100%
pdccms.ho.pdccbank	100%
system_admin.servers.ho.pdccba...	59.12%
win-axc6vnycbd.ho.pdccbank	99.63%
zp-server.branchservers.pdccba...	43.66%

Disk Utilization



Page 2

My Organization

PDCC Disk Utilization Report

Report Date: 5:19:23 PM 31-Jan-14

Effective Date: 31-Jan-14

Percent Disk Full			
Machine ID	Drive	Status	Percent Full
accounts7.ho.pdccbank	C	Low	29%
	D		3%
accounts8.ho.pdccbank	C		24%
	D		0%
accounts9.ho.pdccbank	C		45%
	D		4%
admin10.ho.pdccbank	C		23%
	D		0%
admin11.ho.pdccbank	G		86%
	C		40%
admin15.ho.pdccbank	D		18%
	E		14%
admin201.ho.pdccbank	C		41%
	D		5%
admin27.ho.pdccbank	C		7%
	D		0%
admin34.ho.pdccbank	E		7%
	C		25%
	D		1%
	E		13%
	C		22%
	D		0%
	E	Low	87%

Vintech Manage Services on Kaseya Platform

Dashboard & reports are subjected to the audit date & strictly confidential

Antivirus Status

