helpsystems

DATASHEET *(Remote Monitoring & Management)*

HelpSystems Takes Your Managed Services to the Next Level

I n today's economy, managed service providers try to get by with what they have, but that doesn't mean that there isn't something better out there. Whether you host your customers' systems in your data center or provide remote monitoring or cloud-based services, HelpSystems has a technical solution and a commercial model to suit your business.

Solutions Designed to Help You Meet Your Targets

Most managed service providers share these five requirements for their monitoring and automation tools:

1. Predictable, fixed costs going forward without the risk of a major investment up front
2. A technology that can create new service offerings and win new customers
3. The breadth of tools to provide opportunities to cross-sell and upsell services
4. Ability to grow the business and gain efficiency without increasing staffing levels
5. Ability to manage multiple platforms from a single pane of glass

HelpSystems helps you meet those requirements with modular, scalable solutions that also assist with transitioning new customers into your data center. HelpSystems also offers a software-as-a-service model with flexible terms and gives you the ability to use a stepping stone strategy with your customers by upgrading them to a higher level of service in the future.

Simple Software-as-a-Service (SaaS) Model

HelpSystems understands the nature of the managed services business. One of the realities of a growing business is that while you gain new customers you will occasionally lose some customers for reasons outside your control.

Our commercial model can flex for those periods of change in your business, so you only pay for what you use—and it's easy upgrade when you need it.

SaaS perks with HelpSystems include:

- Monthly rentals using our proven SaaS model
- Long-term fixed costs for the duration of your agreement
- Easy-to-terminate software rental for customers who leave your IT services
- Add new customers at any time to your schedule
- Three, six, or 12 monthly billing periods available
- Software support and staff training for onboarding

PRODUCT SUMMARY

KEY BENEFITS

- Monitor, automate, and report across platforms
- Out-of-the-box solutions designed for MSPs
- Scalable subscription plans
- Exceed customer expectations
- Improve IT efficiencies
- Increase profitability

SUPPORTED PLATFORMS
IBM i
AIX
Windows
Linux
Linux on Power

HelpSystems helps managed service providers manage their data center proactively.

"[HelpSystems] not only has first-class understanding of the techonology and our client's environment, they also provide excellent support and take time to listen to individual customer requirements."

—Senior Operations Manager, Computacenter

"We would estimate an improvement between 60 and 80 percent in efficiency and a clear improvement in service delivery quality. In addition to the product itself, which is brilliant, we have a very good working relationship with [HelpSystems]. They are actually one of the best suppliers we have dealt with."

—Operations Manager, EVRY Group

Easy to Transition New Customers

Over nearly 20 years, HelpSystems has helped hundreds of managed service providers transition new customers from their own site to the managed data center. We understand the process, know the critical factors, and deliver the tools that lead to a successful migration.

HelpSystems makes it easy to:

- Migrate jobs and run processes across a multi-platform environment with dependencies
- Monitor across platforms, analyze performance, and report on SLAs from day one
- Monitor the systems and applications in your customer's environment using pre-loaded templates
- Interface into your existing service desk system to consolidate information on issues and service levels for your customer's benefit
- Identify any manual tasks that can be replaced with automation routines to minimize the cost of transitioning customers into your data center

Only Monitor What You Are Being Paid For

HelpSystems puts you firmly in control of the services you are offering. You can create graded service offerings from basic monitoring to advanced monitoring and proactive management.

Since the service is controlled by easy-to-use templates and backed by the service-level agreement with your customer, you will only be managing the parts that you are paid for.

As your business grows and your opportunities increase, you can easily upgrade to a more advanced HelpSystems package to address the specific needs of your customers.

Let's Get Started

With native monitoring and automation solutions for IBM i, AIX, Windows, Linux, and Linux on Power operating systems, it's no wonder HelpSystems is the first choice for managed service providers.

Call us at 800-328-1000 or email info@helpsystems.com to arrange a personal consultation. We'll review your current setup and see how HelpSystems solutions can help you take your managed services to the next level.

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About HelpSystems

HelpSystems is a leading provider of systems & network management, business intelligence, and security & compliance software. We help businesses reduce data center costs by improving operational control and delivery of IT services.