Mobile Device Management

Complete remote management for company devices

Corporate and personal mobile devices (commonly referred to as Bring Your Own Device, or BYOD) must be provisioned, configured, monitored, tracked and secured as user’s access business data and applications. AVG Managed Workplace MDM allows you to meet these technology challenges and target this revenue opportunity effectively.

How does this benefit you?

Gain a clear competitive advantage

Deliver comprehensive monitoring of all iOS® and Android™ devices, and manage efficient large-scale deployments of mobile devices for your clients that adhere to their corporate usage and security policies. With AVG Managed Workplace MDM, you’re equipped with the tools to address critical security issues, simplify administration and improve performance for smartphones and tablets.

Solve security concerns

Protect both personal information and sensitive corporate material by with the ability to track mobile device location and remotely lock and wipe lost or stolen devices. When you set devices as “lost”, you can be alerted when they check-in again, and configure automatic protective actions to occur, such as locking and /or wiping the device.
Features

Centralized view
Get a consolidated view of your customer’s smartphones and tablets so you can view details by group or individual device and take rapid remedial action when required.

Real time alerting
Know about security and availability issues immediately and take appropriate action to secure mobile devices in your care with alerts that tell you when SIM cards are changed, a device is unavailable for a specified period of time or has changed mobile networks, and more.

Agentless iOS monitoring and management
Bring iPhones® and iPads® under management quickly and easily with no agent to deploy.

Rapid device provisioning
Simultaneously provision mobile devices for monitoring and deploy corporate usage and security policies in a few clicks.

Protection for lost devices
Track mobile device location, remotely lock and wipe lost or stolen devices to protect corporate and personal data.

Configuration profiles
Meet unique customer needs efficiently by rolling out even highly customized mobile management programs in minutes using configuration policies. Configuration policies define and enforce usage and security rules for managed smartphones and tablets, offering great flexibility in applying different rules for different devices—which may vary significantly based on roles of device users. Settings include those for Wi-Fi access, passcode standards, permissible application installations, email clients and much more.

Mobile Service Manager
Reduce response times and increase customer satisfaction by remotely monitoring issues and acting on alerts anywhere from your smartphone or tablet.
AVG Managed Workplace Network Operations Center (NOC) and Help Desk are fully customizable white-label services that help you deliver reliable, 24 x 7 managed services and technical support to your customers, driving increased customer satisfaction and retention, growing your business and expanding your capacity without increasing your staff or infrastructure investments.

AVG Managed Workplace RMM, NOC and Help Desk form a comprehensive, integrated solution to manage the entire client IT experience and respond quickly to your needs. Defined monitoring rules for NOC-managed assets, detailed workflow procedures and automation wherever possible ensures reliability and operational best practices as well as maximum performance and cost advantages.

How does this benefit you?

**Increase Profitability**
Focus your in-house resources on higher-margin initiatives by transferring your low-margin and high frequency IT management activities to AVG Managed Workplace NOC and Help Desk.

**Scale your Business Rapidly and Affordably**
Increase customer satisfaction, retention and loyalty by reducing downtime and increasing productivity through the delivery of reliable 24x7 technical support services for all end-users—and rapidly add new customer sites—all without having to recruit and train staff or invest in new infrastructure.
Increase Brand Exposure

Transparencyly extend your brand and services, reinforcing your presence as the trusted IT support provider for your customers, using fully customized end-user communications, including emails, toll-free phone, and online chat technical support.

Synchronize Your Resources

Experience the efficiency of 100% visibility and ticket round-tripping where AVG Managed Workplace operates as a seamless extension of your technical staff by fully integrating our RMM, NOC and Help Desk ticketing system with your Professional Services Automation (PSA) platform.

What does NOC & Help Desk offer?

Centralized management

A single point of contact for any service modifications or issue resolution, our North American-based Triage Desk conducts all communication with you and your clients for fully centralized management and communication that is convenient, efficient and reliable. NOC, Help Desk and RMM issues are transferred to appropriate resources seamlessly and transparently behind the scenes.

Choice

Choose the third-party applications and vendors you want. Take advantage of our deep integrations with leading PSA tools and keep using the system you already have. Customize NOC and Help Desk service delivery for every client as required—the choice is yours.

Synchronized ticketing

Always know what’s going on with the complete transparency, efficient tracking, problem resolution and accurate billing made possible by integrating NOC and Help Desk with your PSA and synchronizing all ticket information.

Customized desktop support icon

Increase customer productivity by allowing end-users to initiate instant communication with your new Help Desk in the manner of their choice: toll-free phone, email, online chat, ticket creation, or by accessing your website—all through a convenient Support Assistant icon branded with your logo on every workstation you manage.
“RightResponse” workflow management

Ensure a consistent, professional response to every major alert, supported by hundreds of detailed workflow procedures developed by our most experienced System Engineers and consistent use of AVG Managed Workplace RMM task automation wherever possible to maximize performance and cost advantages.
Open Ecosystem
Ecosystem that offers true flexibility

Competing platforms often depend on exclusive alliances with other vendors; choosing those platforms may force you to switch to a new Professional Services Automation (PSA) platform, backup/disaster recovery (BU/DR) tool, antivirus/anti-spam service, or other third-party technology.

AVG is committed to broad vendor support. AVG Managed Workplace remote monitoring and management (RMM) platform, Network Operations Center (NOC) and Help Desk Services are all built on a vendor-agnostic, open ecosystem that offers true flexibility. Choose the solutions you feel are best for your business and end-users—yes, even where AVG offers competing products or services—and manage all technologies from a single dashboard.

How does this benefit you?

Choose your tools
Eliminate needless changes to your strategic alliances or disruptions in your service offerings when you choose AVG Managed Workplace. Our RMM and NOC deliver deep monitoring and reporting out-of-the-box for over 400 third-party technologies from leading IT vendors, as well as configurable support for thousands more.

Keep up with evolving technologies
Strengthen your ability to compete as technology and business evolves; with AVG Managed Workplace RMM, NOC and Help Desk, you can change or add integrations with new or better third party applications whenever you want.

Increase efficiency
Simplify workflow management and reporting by managing your technology choices from a single pane of glass. AVG Managed Workplace RMM offers deep integration with hardware, software and cloud vendors so you can perform management functions for third party applications directly from the central dashboard.

Collaborate easily
Reduce costly technical and communication errors by using AVG Managed Workplace to collaborate more efficiently with other service providers, including end-user IT staff, external NOCs, and specialized technical experts. AVG Managed Workplace RMM allows you to assign monitoring and management access to third parties by group or by group of devices, which means that different collaboration partners, all potentially using different systems, can use AVG Managed Workplace to synchronize alert, asset and case details.

What does Open Ecosystem offer?

Two-way integrations with PSA/service desk tools
Simplify workflows and increase efficiency with deep two-way integration between your PSA tool and AVG Managed Workplace RMM, NOC and Help Desk for comprehensive ticket tracking and issue management.

Management from a single pane of glass
Eliminate the hassle of context-switching between your most commonly used applications. AVG Managed Workplace offers deep integrations with many third-party tools that allow you to perform critical remedial or management actions for those applications from right within the AVG Managed Workplace RMM dashboard.

Built-in best practices
Be confident that you’re collecting the data you need and being alerted on things that matter with AVG Managed Workplace’s best practices monitoring, alerting and management rules for hundreds of third-party technologies—which can be customized in a few clicks to match unique business or customer requirements.

Web services API
In the rare case that you want to monitor and manage something we haven’t already formally integrated with or defined best practices monitoring and alerting rules for, we offer a web services API to enable fast integration with just about any third-party application.
Remote Monitoring and Management (RMM)

Remotely manage and monitor assets

AVG Managed Workplace RMM is the IT service platform built for the world of converged networked technologies. IT service providers need full visibility of all technologies impacting the end user experience. Our advanced hybrid architecture provides visibility and unified management of the entire IT infrastructure including all devices, applications, and networks, while providing ease of use, security and control.

How does this benefit you?

**Do more with less**

Deliver better services more efficiently and cost-effectively by reducing costly on-site visits with comprehensive remote monitoring and management of the health, availability and performance of your clients’ IT assets.

**Save time**

Improve customer satisfaction and free up hours of staff time for new revenue opportunities by using automation to dramatically reduce manual configuration and maintenance tasks, proactively address issues and streamline key processes.

**Win more business**

Increase service sales and revenue by using data gathered by AVG Managed Workplace to accurately identify opportunities for improvement and cost-savings, clearly justify your professional recommendations, and effectively address the unique IT needs of any customer.
What does RMM offer?

**Automatic network discovery and monitoring**
Onboard new customer sites quickly and never miss an opportunity to bring new devices under management with automatically updated and detailed discovery of servers, PCs and laptops, smartphones and tablets, network infrastructure, printers and imaging assets and IP-based devices.

**Network Audit reports**
Acquire new customers more easily by clearly communicating the immediate value of your services early in the sales cycle: drop in AVG Managed Workplace at a prospect or customer site, automatically gather data, and then run detailed Network Audit reports that identify security gaps and pain points you can resolve for the business owner.

**Real-time alerting**
Proactively identify and solve problems faster to protect your customers’ IT investments by receiving immediate alerts on things that matter, then conducting rapid remote remediation.

**Remote remediation**
Improve productivity for end clients by fixing problems remotely without opening ports on firewalls—or interrupting work in progress—using extensive remote management tools, and single-click, lightning-fast connections to any Windows® device.

**Powerful automation features**
Save hours of configuration time on lower level activities by automating key processes so you can better engage with prospects, improve quality of service delivery to existing clients and focus your staff on new revenue opportunities.

**Detailed reporting**
Justify your IT project and services recommendations more easily using AVG Managed Workplace reports with deep insight into customer environments and infrastructure pain points. Increase your trend analysis accuracy and troubleshooting efficiency using reports internally with your technical staff.

**Patch management**
Efficiently address security vulnerabilities in customer networks by using AVG Managed Workplace to review, approve and automate deployment of security
patches for Microsoft systems and software, and remotely update or patch third party applications.

**Cloud services monitoring**

Quickly identify and address performance issues with cloud services like Office 365™ and the websites your clients rely on.

**Easy deployment**

Become operational in less than a day; the default installation of AVG Managed Workplace achieves setup in a few clicks, or you can choose advanced options for sites with unique requirements.

**Power management**

Help your customers lower their energy consumption to reduce costs and environmental footprint using AVG Managed Workplace power plans and automated policies.