

## CENTRALIZED DESKTOP & SERVER MANAGEMENT

**PC-Duo Enterprise is a powerful suite of desktop management modules that gives IT professionals the combination of solutions needed to manage and complete key tasks in a networked environment.**

PC-Duo Enterprise is a client-server application designed to help organizations get the most out of their IT assets with minimum impact on end users. Almost all processing is performed by Schedulers or central management Consoles leaving the client to collect data and manage installations only when necessary. The intermediate data storage areas enable support staff to access data and send instructions to PCs even when they are offline.

- Automate site-wide software roll-outs
- Manage networked PCs with accurate inventory data
- Resolve issues with remote control
- Monitor actual software usage patterns and identify unlicensed and illegal software
- Track helpdesk issues centrally
- Protect and restore applications automatically

## An Integrated Suite of Modules

PC-Duo Enterprise has a unique, modular architecture giving the flexibility to purchase functional modules as required. It offers a simple, easy to install framework, without the complexity of other products on the market.

The application modules within PC-Duo Enterprise work together to maximize IT staff productivity, reduce end-user downtime and significantly reduce the Total Cost of Ownership.

### Software Metering

Software Metering allows you to identify where applications are being used. Together with Package Policy Manager, it enables you to determine application usage patterns and identify unused licenses – giving you the information you need to minimize costs and predict future software requirements.

### Inventory Management

Inventory Management enables you to centrally audit and manage software and hardware information for Windows and Macintosh systems in the organization.

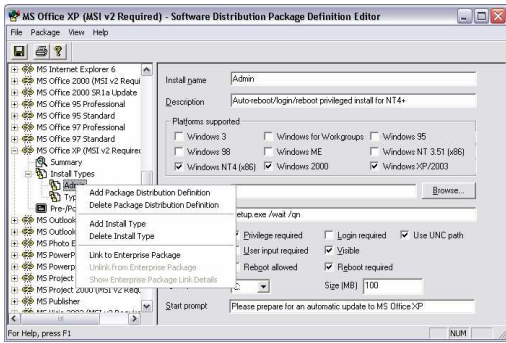
The screenshot shows the 'Hardware Inventory' application window. The title bar indicates it was collected on 24 Nov 2004 16:23:44. The interface is divided into a left-hand navigation pane and a main content area. The navigation pane lists various system components like User Summary, Processors and Memory, Disk Drives, Network, etc. The main content area displays the 'User Summary' for a machine with domain name 'ENGINEERING' and location 'Upstairs'. It lists hardware specifications such as CPU type (Pentium 4 MMX at 2000 Mhz), memory size (254 MB), operating system (Windows XP Professional version 5.1), PC vendor (Dell Computer Corporation), PC model (Dimension 4500S), PC serial number (BY2EH0), and network interface (Intel(R) PRO/100 S Management Adapter - Packet Scheduler Miniport). Below this, the 'Processors and Memory' section shows CPU type (Pentium 4 MMX at 2000 Mhz), CPU make (Intel), co-processor type (Internal), number of processors (1), and total memory (254 MB). At the bottom, a 'Memory Modules' table is visible with columns for Slot, Size MB, Speed, Type, Error, and Name.

Slot	Size MB	Speed	Type	Error	Name
DDIMM_A	256MB	3.0	DDR SDRAM	*	*
DDIMM_B	<Empty>	3.0	DDR SDRAM	*	*

**Inventory Management** Collects over 600 items of system data from remote systems.

## Software Distribution

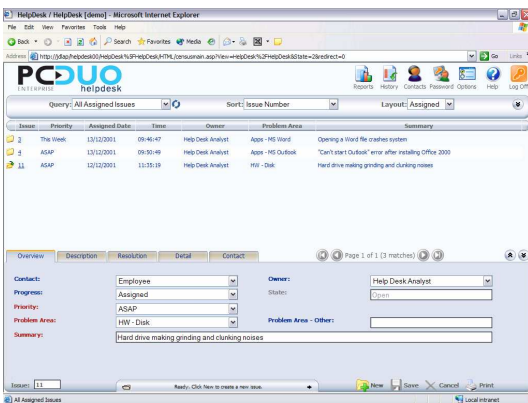
Software Distribution enables you to install new applications and updates throughout the network within minutes, eliminating the need to visit your networked PCs and servers.



Software Distribution Configuring distribution settings.

## HelpDesk

HelpDesk is a powerful, web based module for centrally tracking and managing help desk issues and calls. Easily accessible from anywhere, it can meet all help desk customization requirements – from custom fields to automated workflow rules and customer reporting.



HelpDesk Customizable web views for tracking and managing help desk issues and calls.

## Head Offices

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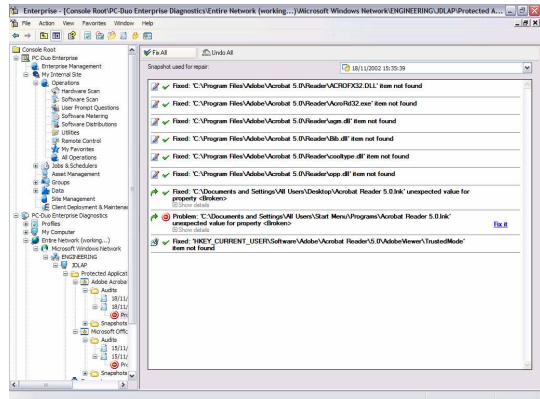
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Download a free 30-day evaluation of PC-Duo Enterprise at [www.vector-networks.com](http://www.vector-networks.com)

## Diagnostics

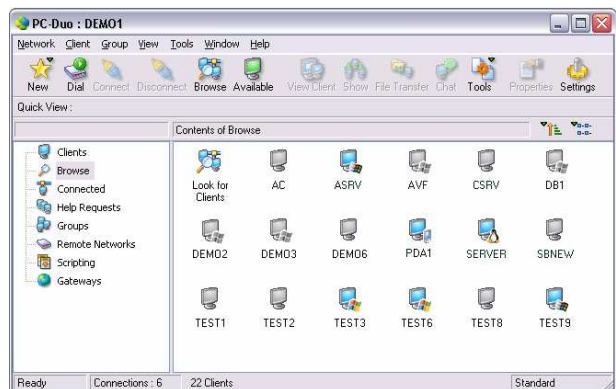
Diagnostics automatically protects and restores applications, collects configuration diagnostics and performs change analysis. Self-healing reduces support calls and increases user productivity by guaranteeing the availability of critical applications.



Diagnostics Protects and restores applications automatically.

## Remote Control

PC-Duo Remote Control enables support staff to remotely control Windows, Pocket-PC, Macintosh and Linux systems via LAN, WAN or the Internet. It offers unbeatable performance and reliability, including an industry leading feature set designed for help desk support, training and telecommuting.



Remote Control Industry leading end-user support.

Your authorized Vector reseller: