

Remote Environment

MANAGER™

**Driving Down the Cost of
Remote Desktop Management**



Remote Environment Manager™, an optional add-on to N-central®, is a powerful desktop management tool that enables managed service providers to create, manage and enforce standardized environments for all PCs at a customer site.

Manage Every Aspect of the Desktop Environment

With Remote Environment Manager's patented validation engine, you construct sophisticated configuration profiles that allow you to manage every aspect of the desktop environment – without having to write a single line of scripting code. Remote Environment Manager significantly reduces the total cost of desktop and application management by enabling you to proactively and securely manage desktops from one central location.

*According to a recent IDC study, adopting a centrally managed PC environment results in an average savings of \$190 per PC per year.**

The potential savings for a 20-seat customer installation is almost \$4,000 per year.

* (IDC: Optimizing Infrastructure: The Relationship Between IT Labor Costs and Best Practices for Managing the Windows Desktop, October 2006).



Remote Environment Manager Edit Validation Logic Rule screen

Key Features

Comprehensive, Standardized and Enforceable Configuration

Remote Environment Manager allows you to configure every aspect of the desktop at logon, logoff or at frequent intervals throughout the day. Aspects of the remote PC you can control include:

- Windows firewall (XP SP2+)
- Power management
- Mapped drives
- Add and remove printers
- Manage shortcuts
- Manage Outlook profiles
- Microsoft Office preferences
- Registry and permissions management
- Desktop file management
- Active Directory (AD) environment standardization
- Automatic script execution

Granular Management Selection

You can create multiple profiles that are applied based on patented validation logic that allows you to determine which users and computers receive which configuration settings. There are 25 built-in validation types, but if these do not meet your customers' needs, a custom validation feature is also available.

USB and Port Security

Remote Environment Manager allows you to control and prevent access to USB and peripheral storage devices at the level of individual device types. The USB and Port Security option can control read and write access to USB ports, storage devices and communication devices on the desktop. This is an important feature for differentiation and especially for customers with regulatory requirements for data security.

Power Management

Remote Environment Manager can automatically shut down idle machines based on idle and time of day, helping cost-conscious customers achieve all-important cost reductions through improved energy efficiency.

Active Directory Integration

Since Remote Environment Manager is fully integrated with AD, administrators can use AD variables in configurations – thus allowing a standard configuration profile to configure user-specific information. These profiles can then be used at multiple customer sites, dramatically lowering the number of unique configuration activities.

Remote Support Management

Ongoing management requires access and control of individual desktops from anywhere. Remote Support Manager™, included with Remote Environment Manager, works from any Java-enabled browser to give technicians the power to manage:

- Point-to-point file transfers
- Services, processes and drivers
- File system and the registry
- Installed applications
- Open files, DLLs and registry keys
- Remote reboots
- Advanced remote control
- Support for agent chat

System Requirements

Installation

NT/2000/2003 Domain.

Management Console

Windows 2000 or 2003 Server or on Windows XP SP2 PC. Remote Environment Manager can then run from any Windows workstation.

Client Support

Windows 9x/ME/NT/2000/XP/2003.



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