

GLOBAL CLIENT MANAGEMENT: THE KEY TO

WORK/LIFE

Balance

Technology and organizations go hand-in-hand. Without technology, most organizations would come to a grinding halt in a very short time.

Organizations have become totally dependent on their IT infrastructure. From processing customer orders to accessing the vast amount of information stored in online databases, organizations cannot afford a system malfunction ever.

In a survey by KPMG, 24% of organization stated that an unplanned outage of more than two hours is unacceptable and 48% cannot manage when unplanned outages exceed 24 hours.¹

Because of this immense dependency on technology, when an IT system fails, immediate IT service is not only necessary, but expected. Time is critical to your organization and employees count on IT professionals to repair IT issues when they arise—regardless of the time of day or day of the week.

As an IT professional, this means your customers come first and your needs take a backseat. That's why having a global client platform can mean the difference between having a job and having a life.

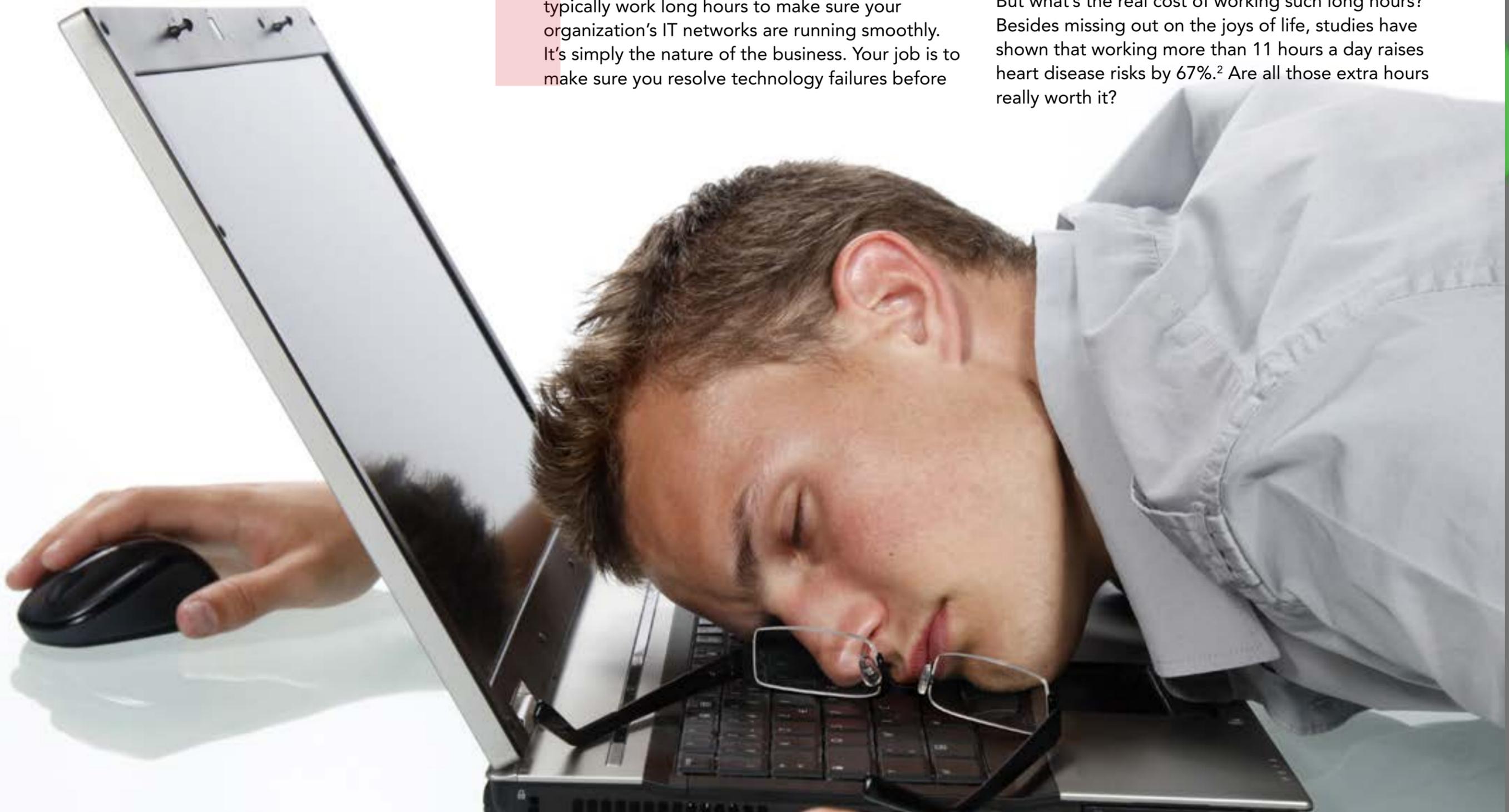


1 Life is Passing You By

Long hours. Missed family gatherings. Constant sacrifice. When you commit to running an IT department, you give up a lot. But where does the work end and your life begin? IT professionals typically work long hours to make sure your organization's IT networks are running smoothly. It's simply the nature of the business. Your job is to make sure you resolve technology failures before

they affect your organization's bottom-line, or better yet, prevent them from even happening in the first place.

But what's the real cost of working such long hours? Besides missing out on the joys of life, studies have shown that working more than 11 hours a day raises heart disease risks by 67%.² Are all those extra hours really worth it?



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2 Always Connected

You've just spent another 16-hour day repairing a server. But is your day really over? As an IT professional, no matter where you are, you're always on call. Mobile technology keeps you in constant contact with users, so you are always solving IT problems or answering questions. Any spare time is spent dealing with employee issues, budget or other business tasks that you simply can't find time for during normal working hours. It never seems to end. Meanwhile, you're missing out on making memories with your family, spending time with friends and loved ones and taking care of your needs.

Believe it or not, there is a better way. A global client management platform can give you your life back and streamline your business in a way that directly impacts an organization's bottom line and improves client service.



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3 Your Solution to Achieving Work/Life Balance

Understanding everything a global client management platform can do for you and your IT department is the first step to freedom! IT professionals can utilize a global client management platform to drastically improve efficiency and productivity.

With a global client management platform, you no longer have to travel to resolve IT issues. A global client management platform utilizes the power of remote client management, support and IT process automation to solve for issues that would typically keep you working after hours or on weekends. Technicians can easily connect without VPNs, firewall or router issues and perform support and maintenance tasks remotely, so you won't lose a whole day if a problem only requires one hour to fix.

From Reactive to Proactive

The powerful client management tools currently available support very early detection of IT issues. Using a global client management platform, IT professionals can continually monitor the health and performance of client networks and receive alerts when issues are detected. This enables you to provide preventive maintenance services before any kind of disruption or interruption to employee activities occurs, which means networks are always operational and you spend less time on-site fixing breakages that could have been prevented.



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What to Look For in a Global Client Management Platform

A global client management platform delivers an arsenal of IT management tools, such as remote desktop monitoring, asset management, software deployment, help desk ticketing, automated patch management, and more. There are many client management tools available, but not all of them will enable proactive, efficient IT service delivery. For true time savings and efficiency, look for a global client management platform that enables you to:

- Remotely oversee and manage workstations, servers, routers, printers and other network devices
- Perform non-intrusive maintenance and support activities without the need to schedule user interruptions or system downtime
- Proactively monitor mission-critical network components with built-in monitors and alerts so you can put out fires before they start

- Automatically remediate detected issues with built-in scripts
- Automate routine maintenance tasks, such as disk and registry cleanups and system defragmentation
- Remotely deploy patches, hotfixes, software and services to a single workstation, a group of devices or to one or multiple locations with no business disruption to employees
- Centrally manage backups, antivirus products and mobile devices from one central console
- Auto-sync with professional services automation (PSA) and quoting software to capture time and utilization rates and reduce quote preparation time



**“The productivity
of our engineers
has gone up
dramatically.”**

**- MATTHEW REEVE,
MODERN NETWORKS**

The Results Are Immeasurable

It's a win-win with global client management. Your IT department becomes more streamlined and efficient, and you get your life back. Get increased visibility into critical data, enhanced manageability and a simpler setup process. Eliminate time-consuming, repetitive maintenance work and reclaim your life. Some other benefits of global client management include:

- Increased efficiency
- Less time at the office
- Reduced expenses
- Improved service time

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Summary

Put an end to working long, crazy hours and always being in reactionary mode. A global client management platform will enable you to proactively monitor and remotely manage your IT networks, greatly reducing the risk of network downtime for your organization and reducing the overall time spent resolving unexpected IT issues. Your organization gets a more secure IT infrastructure and you get to enjoy all the extra time you'll have available.

About LabTech Software

LabTech Software is the brainchild of an IT professional who struggled with the usual challenges and inefficiencies of a reactive IT maintenance and support model. LabTech—its flagship solution—was born out of the urgent need to eliminate technician inefficiencies and the desire to provide preventive and proactive service for an organization. Developed with cutting-edge, agent technology, LabTech is the only global client management platform created by system administrators for system administrators to automate your IT services and eliminate inefficiencies. For more information, please visit labtechsoftware.com or call 877.522.8323.


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1 O'Callaghan, Katherine O. Managing unplanned IT outages. CIO. <http://cio.co.nz/cio.nsf/depth/6ADE938F9B29DB40CC2576B600673837>

2 Forbes. Why Working More Than 8 Hours A Day Can Kill You. <http://www.forbes.com/sites/daviddisalvo/2012/09/12/why-working-more-than-8-hours-a-day-can-kill-you/>