

OnDemand IT

OnDemand IT allows IT solution providers with small and mid-sized business customers to deliver customized remote monitoring and management of diverse IT environments as their own branded service offering.

OnDemand IT is a comprehensive, integrated remote monitoring, management and automation software product designed for IT service providers who wish to substantially increase and stabilize revenue, reduce costs, and differentiate their businesses for competitive advantage.

OnDemand IT offers you the broadest and deepest support for best practices monitoring and management. If it has an IP address, you can see it and manage it with OnDemand IT—and that includes desktops, laptops, servers, switches, routers, firewalls, gateways, VoIP switches and phones, printers, faxes or scanners, off-the-shelf and custom applications, specialized equipment and environmental control devices, internal and external websites, Cloud services, virtual machines and much more.

With a low total cost of ownership, a quickly-realized ROI, and a proven technology for maximizing your resources, OnDemand IT enables you to provide best-in-class IT services and value to your customers, generate new revenue, lower your costs, increase sales, and adapt to new technologies significantly faster than your competition.

Features

Best Practices Monitoring and Alerting

- Get up-and-running with 24/7 best practices monitoring, alerting and management with our extensive and growing library of comprehensive Policy Modules for local infrastructure as well as Cloud services.
- Choose from hundreds of modifiable best practices Policy Modules from more than 115 vendors.
- Receive immediate alerts on the things that matter, so you can resolve issues fast.
- Use powerful group policies to streamline your operations and lower costs.

Comprehensive Asset Management

- Benefit from automatic discovery of network assets at customer sites and continually updated, accurate information
- Easily identify obsolete, underutilized and over-stressed assets, optimize configurations and identify maintenance opportunities.
- Track software assets with license keys.
- Leverage out-of-band monitoring and management for Intel® vPro™ devices and resolve problems on otherwise unavailable machines. Boot an unavailable PC to the BIOS or to an image.

Remote Control

- Create lightning-fast connections from any computer with an Internet connection to any Windows or network device at any customer site.
- Fix problems instantly without having to open ports or firewalls.
- Avoid delays and security risks resulting from traditional remote control software reliance on external websites.

Patch Management

- Use extensive automated patching capabilities for Microsoft systems and software ensuring customer networks are protected with immediate patching direct from Microsoft.
- Configure patches for automated deployment or prior approval.
- Patch 3rd party software.

Automation on Demand

- Automate your business with a comprehensive automation framework leveraging a variety of standard scripting techniques and libraries. Automated tasks can be assigned to multiple devices or groups and used as alert actions.
- You can schedule a task to run immediately, once on a specific date and time, on a recurring schedule or triggered by an alert.
- You can automate actions related to alerts such as running a defrag or checkdisk on a group of devices after hours on a daily basis, automate task output and view historical results.

SYNNEX
OnDemand IT
Scalable. Profitable. Simple.

- OnDemand IT includes over 150 popular scripts and our Automation on Demand scripting service provides most custom scripts in 48 hours.

Power Management

- Automates configuration of PC Power management settings, so that you control Sleep or Hibernate, Wake up via WOL (Wake on LAN) or use the automatic power on feature of Intel vPro-enabled PCs.
- Integrated, individually power aware and power-management computer delivers increased battery life and power consumption savings and allows network administrators to manage computers in after hours.
- Increases the reliability of after hour automated PC maintenance such as patch management, file system maintenance, etc.
- Reduces energy consumption and operating costs directly and indirectly through rebates from selected power companies.

Warranty Management

- Gather warranty service tag information for all devices from major software and hardware vendors allowing you to identify upsell opportunities for new hardware or post-warranty management and helpdesk opportunities.

Collaboration

- Granular control of user roles and permissions allows you to define unlimited user views and administrative rights allowing easy configuration of virtually any collaborative service scenario including internal IT groups.
- Synchronization of PSA and Service Desk solutions allows consolidation of case data from multiple service partners using their own services management software.

OnDemand Agent-based and Agentless Architecture

- OnDemand IT users enjoy the best of agent-based and agentless architecture with all the advanced features of agentless (ease of use, security, control) with an optional agent for off-network devices.

