



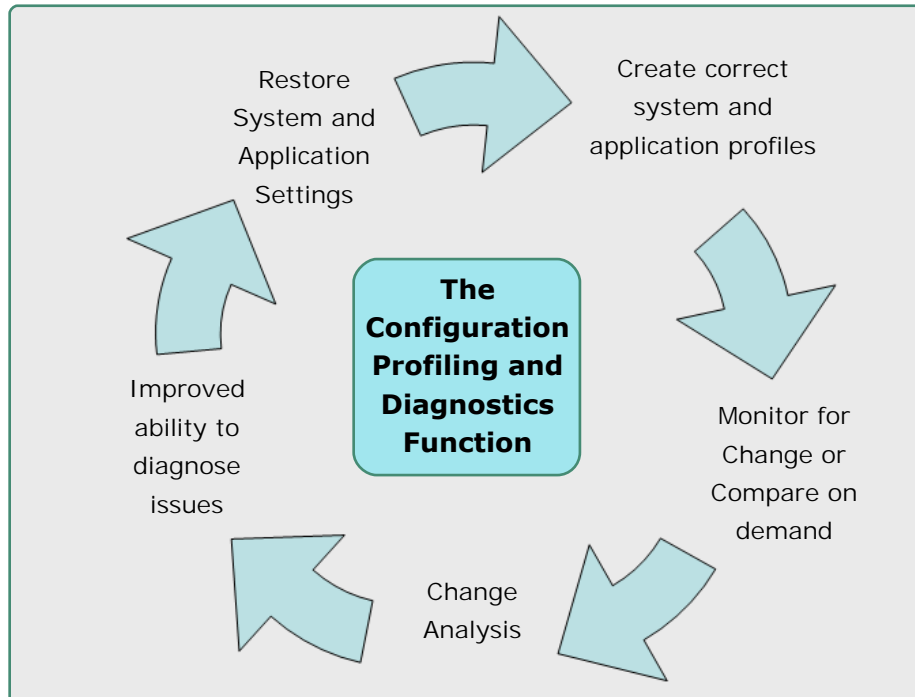
Configuration Manager Pro

Assuring Configuration Stability

Vector's Configuration Manager Pro is an integrated package of Configuration Inventory, Profiling and Diagnostics, with optional Issue Tracking and Escalation, giving administrators the tools to maintain stable system configurations, and quickly diagnose and rectify any damaged or anomalous systems.

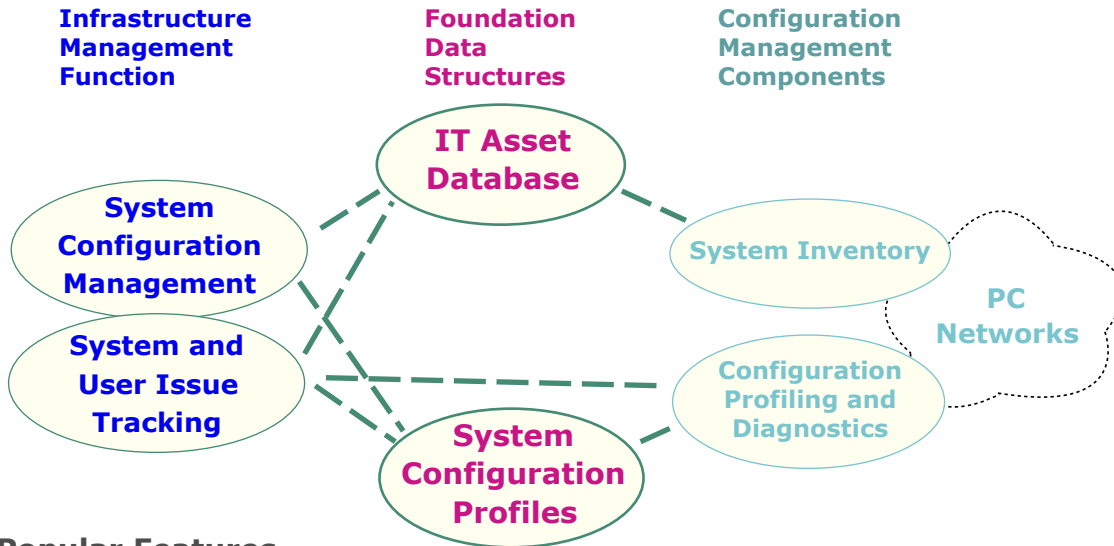
Configuration Manager Pro: Business Drivers

- Increase user satisfaction with PC performance and reliability.
- Increase PC and server availability.
- Decrease support costs per issue handled.
- Decrease average issue resolution time.



Configuration Manager Pro: Key Functions

- Enforce and automate configuration management.
- Protect PC applications and configurations.
- Provide analysis for asset planning, decision support and audit.
- Track support issues effectively with automatic escalation.
- Reduce downtime.
- Reduce onsite support and wasted technician time.



Popular Features

Configuration Stability

- Maintain accurate Hardware and Software Information at all times.
- Support flexible system grouping for optimized management.
- Maintain snapshots of the PC baseline profiles.
- Automatically ensure specific security configurations.
- Automatically validate these profiles across all your PCs.

Problem Diagnosis

- Diagnose problems remotely with accuracy.
- Automate diagnostics by creating profiles based on Knowledgebase articles.
- Detect and report any changes in the PCs (Hardware, Software or Environment).
- Verify information and diagnose problems at any time without affecting the PC user.

Problem Escalation and Resolution

- Detect low-level conflicts and identify delta.
- Easy root cause analysis.
- Detect when a PC does not match its profile; fix it manually or automatically - potentially before anyone reports it.
- Get automatic notifications when the health of a specific application or configuration may be compromised and automatically create the tickets to track the issues.
- Quickly identify the best resource to fix the problem and have the necessary level of detail to determine where the problem is.

Visibility

- Easy to configure reporting for executives and technologists.

Further Information -

For more information about the Configuration Manager Pro Suite, please email solutions@vector-networks.com or contact your local supplier.