



AVG MANAGED WORKPLACE[®] 10



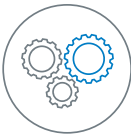
It's not just about technology, it's about meeting your unique business goals.

Managed Workplace 10 is a completely new platform that radically changes the way that an RMM helps drive profitability for your business



EASIER DEPLOYMENT

From our new 5-click onboarding to standardized service delivery, it's all about helping you provide increased uptime, stability and security to your customers.



BUSINESS ALIGNMENT

We've taken the familiar reactive, proactive and fixed-fee service models that you use to deliver your services and integrated them directly into Managed Workplace.



ACTION-BASED DASHBOARDS

Our Single pane of glass dashboard now conveys more information more quickly and the action-based approach lets you deliver service faster and more effectively.



EXECUTION SCHEDULES

Easily control what happens and when. Balance the maintenance desired with the uptime required.



Service Plan Model Aligns with Your Business

Many MSPs offer service plans such as Reactive, Proactive and Fixed-Fee. These service plans allow you to meet the different needs of different customers. We all know that one-size does NOT fit all, so multiple plans may be needed to map to multiple customers.

Easily choose the collection of services that match your customers' needs, appetite for downtime and budget.

Reactive
A baseline solution designed to monitor devices and applications to reduce the mean time to resolution. Use this service plan when you want to receive notifications when a device or application fails, and you do not plan on doing any preventative maintenance.

- Baseline Monitoring
- Support Assistant
- Monthly Reports

Proactive
A mid-level solution designed to reduce both downtime and the mean time to resolution. Use this service plan when you want to provide notifications as device and applications are TRENDING toward failure. This service plan is set up to allow you to take proactive measures by providing routine automation maintenance and diagnostic checks, along with patching Windows operating systems with the latest Microsoft critical and security patches.

- Microsoft Windows Patch Management
- Enhanced Monitoring
- Server Maintenance
- Server Diagnostics
- Desktop Maintenance
- Mac PC Maintenance
- Support Assistant
- Monthly Reports

Fixed Fee
The highest level solution designed to reduce both downtime and the mean time to resolution. Use this service plan when you want to provide threshold-based monitoring to provide notifications as device and applications are TRENDING toward failure. This service plan is set up to allow you to take proactive measures by providing routine automation maintenance and diagnostic checks, along with patching Windows operating systems with the latest Microsoft critical and security patches. Additional AVG products and services such as AVG AntiVirus and Online Backup are also included in this service plan.

- AVG AntiVirus
- Microsoft Windows Patch Management
- Enhanced Monitoring
- Server Maintenance
- Server Diagnostics
- Desktop Maintenance
- Mac PC Maintenance
- Support Assistant
- Monthly Reports

Standardization delivers efficiencies.

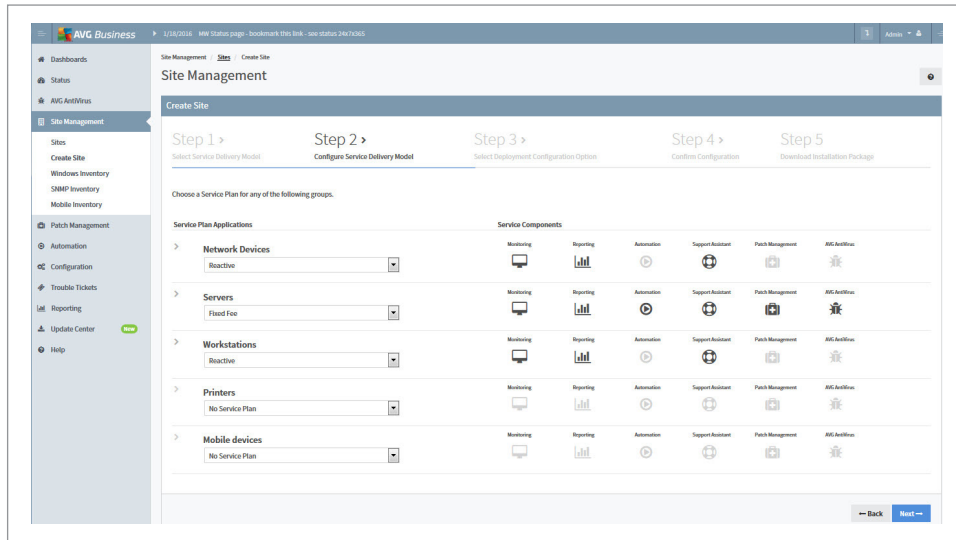
Standardized deployment helps ensure fast, accurate and complete deployment. Standardization increases uptime, stability and security.

Use this service model to deliver standardized service offerings right out-of-the-box. Easily turn on/off services as required, or create new services as needed.

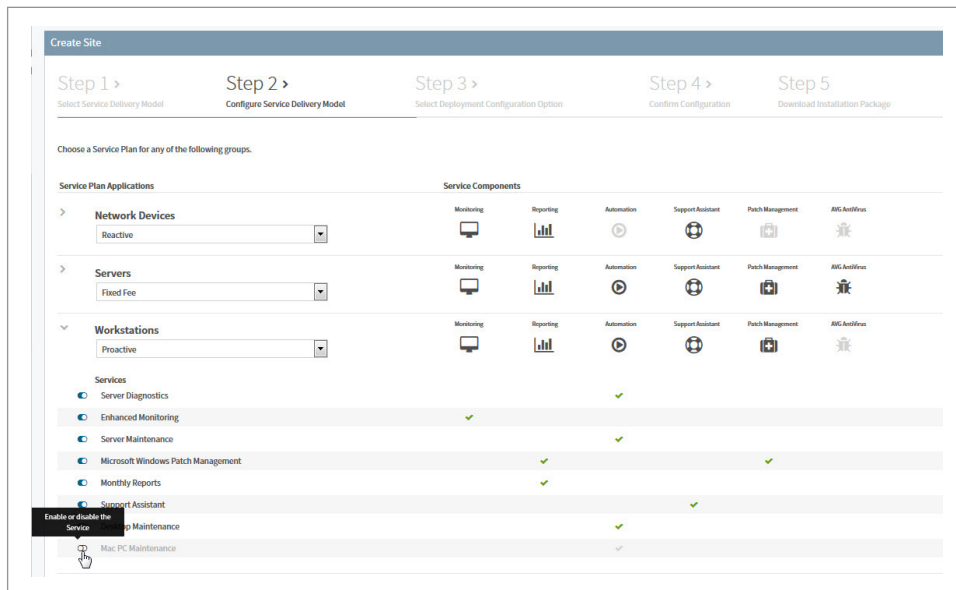
SERVICES	SERVICE PLANS		
	REACTIVE	PROACTIVE	FIXED FEE
AVG AntiVirus	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Baseline Monitoring	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Windows Patch Management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Enhanced Monitoring	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Server Maintenance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Server Diagnostics	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Desktop Maintenance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mac PC Maintenance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Support Assistant	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Monthly Reports	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
MINOC - Monitoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MINOC - Automation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MINOC - Reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Windows Patch Compliance Report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



When it comes to creating a site, we give you the flexibility to manage a site with a site plan, or apply plans to individual groups of devices.

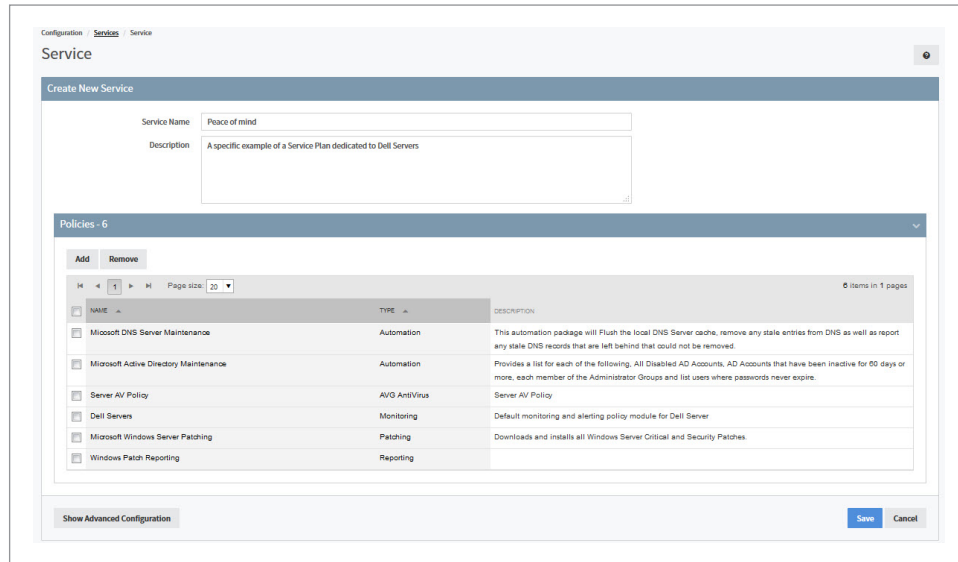


Use the plans out-of-the-box, or turn individual services off or on as customers' needs dictate.



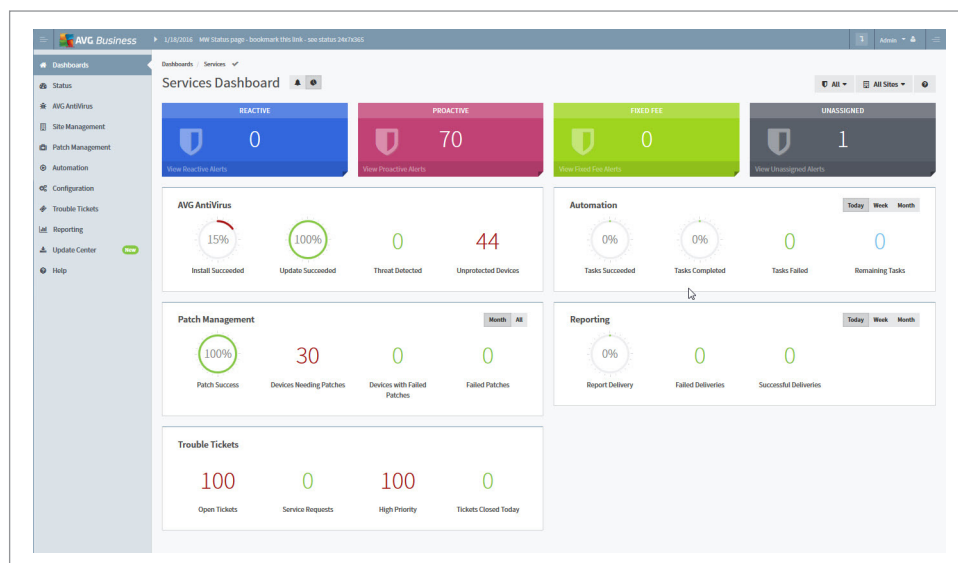


Easily create your own service plan to cover a group of devices within a site to deliver enhanced service to your customers. Managed Workplace 10 is an all new, simplified and centrally planned service delivery platform that changes everything.

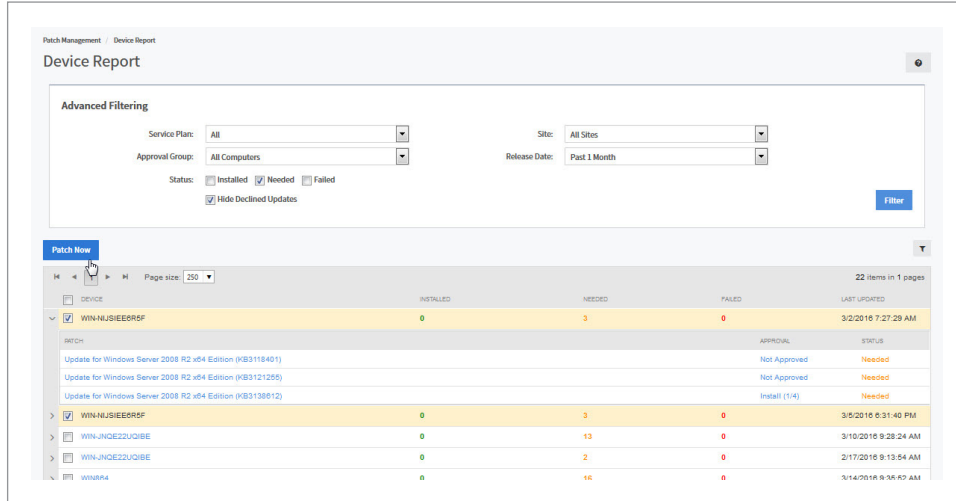


All new graphical display

Managed Workplace 10 has an all-new graphical display that provides insight and clarity into a site. Easily see what is working and what is not.



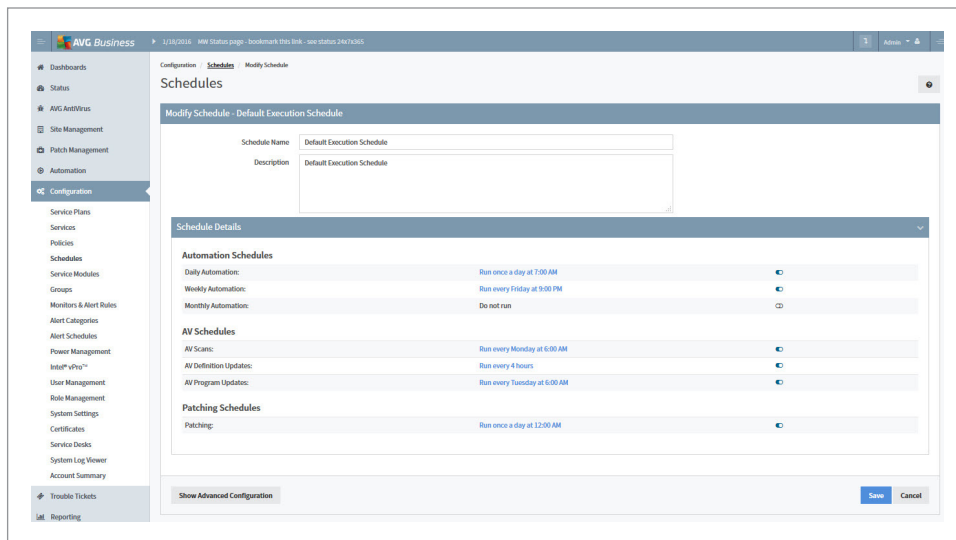
If something needs attention, like Patch Management, a single click takes you to the right screen.



DEVICE	INSTALLED	NEEDED	FAILED	LAST UPDATED
WIN-NJ5IEE6R5F	0	3	0	3/2/2016 7:27:29 AM
PATCH				
Update for Windows Server 2008 R2 x64 Edition (KB3118401)				Approval: Not Approved, Status: Needed
Update for Windows Server 2008 R2 x64 Edition (KB3121255)				Approval: Not Approved, Status: Needed
Update for Windows Server 2008 R2 x64 Edition (KB3138512)				Approval: Install (1/4), Status: Needed
WIN-NJ5IEE6R5F	0	3	0	3/5/2016 9:31:40 PM
WIN-NJ6E2ZUQIB6	0	13	0	3/10/2016 9:28:24 AM
WIN-NJ6E2ZUQIB6	0	2	0	2/17/2016 9:13:54 AM
WINBR4	0	16	0	3/14/2016 9:16:40 AM

Execution Schedules

Delivering service and increasing uptime can often be a challenge. The new Execution Schedule lets you easily modify schedules to balance maintenance and uptime. Set the schedule that best suits the customer needs.



Schedules

Modify Schedule - Default Execution Schedule

Schedule Name: Default Execution Schedule

Description: Default Execution Schedule

Schedule Details

Automation Schedules

- Daily Automation: Run once a day at 7:00 AM
- Weekly Automation: Run every Friday at 9:00 PM
- Monthly Automation: Do not run

AV Schedules

- AV Scans: Run every Monday at 6:00 AM
- AV Definition Updates: Run every 4 hours
- AV Program Updates: Run every Tuesday at 6:00 AM

Patching Schedules

- Patching: Run once a day at 12:00 AM

Show Advanced Configuration [Save] [Cancel]



New Services Sidebar

Information is king. Getting to that information can sometimes be distracting. Managed Workplace 10 now includes a services sidebar. Now you can bring up a services summary from any screen that supplies information at your fingertips.

The screenshot displays the AVG Business management console. The main window shows the 'System Settings' page with various configuration options. A new 'Services Sidebar' is overlaid on the right side, providing a summary of key service metrics.

System Settings Page:

- General Preferences:** Central Dashboard Refresh Rate: 5 minutes; Alerts Refresh Rate: 5 minutes; Enable website usage tracking.
- Regional Preferences:** Default locale for UI is English (United States); Default language for reports is English (United States); Default font for reports is Verdana except for reports using one of the following: Japanese reports will use MS Gothic; Korean reports will use MS Gothic; Vietnamese reports will use MS Gothic; Chinese reports will use MS Gothic.
- Onsite Manager Installer Settings:** The settings defined below will be used as the installation configuration for the default option of the Onsite Manager installer.
 - Install Onsite Manager in default location
 - Scan the local subnet
 - Install Microsoft SQL Server Express in default location
 - Do not install MISA
 - Do not install SQL Server Management Studio Express

Services Sidebar Summary:

Service Plan	Sites
Service Plan Reactive	0
Service Plan Proactive	1
Service Plan Fixed Fee	0

Alerts Summary:

Alert Category	Status	Percentage
AVG ANTIVIRUS	Install Succeeded	15%
	Update Succeeded	100%
	Threat Detected	0
	Unprotected Devices	44

Automation Summary (TODAY):

Task Status	Percentage
Tasks Succeeded	0%
Tasks Completed	0%
Tasks Failed	0
Remaining Tasks	0

Patch Management Summary (MONTH):

Report Status	Percentage
Report Delivery	0%
Failed Deliveries	0
Successful Deliveries	0

Trouble Tickets Summary:

Ticket Type	Count
Open Tickets	100
Service Requests	0