

Reporting

Manage your customer networks using the best data available, demonstrate value and build business with Managed Workplace reports.

Managed Workplace uses comprehensive monitoring and alerting to present information to support operational excellence.

Reports show a summary view that:

- helps identify trends and provides focus for strategic leadership in maintaining systems integrity.
- demonstrates value and identify opportunities for additional services in a managed world.
- provides the necessary compliance information that auditors and regulatory agencies demand.
- provides the right information to make the right decisions and take the right actions.

Benefits

Automation offers:

- **Intelligent data** - the best data informs the best decisions, providing assurance that you're in control
- **Demonstrable value** - regular reports show immediate value and identify opportunities for greater value
- **Demonstrable compliance** - reporting status for audit purposes
- **Standard reporting** - over 90 reports provided as standard
- **Custom reporting** - customize existing reports or build new reports to meet the needs of the customer
- **Potential sales opportunities** - view hardware status to identify if upgrades are required



Providing Information

On a minute-by-minute basis, alerting provides the information you need to drive operational excellence.

Alerts trigger automation ('self-heal') or provide focus for manual intervention and ensure that you're staying on top of day-to-day activities.

Reporting, on the other hand, provides information that takes a more strategic or summary view of activities.

Strategic Value of Reporting

Reporting provides important insight into networks and managed devices for planning and proactive maintenance.

When you know what your networks are made of, you know what needs to be done.

Business Value of Reporting

Reporting provides confirmation of your work, demonstrates continual improvement and value provided - leading to increased customer loyalty.

A combination of inventory and network audit reports can provide a snapshot view of an environment. This snapshot view can then be used to support a proposal for initial onboarding or add-on business services.

A subsequent snapshot will then demonstrate ongoing value, which in turn can lead to more opportunities. For example: Detailed asset information facilitates proactive management of obsolete equipment, management of warranty claims, and identification of hardware/software vulnerabilities.

Reports also provide information to support business requirements. For example: Inventory reports for insurance purposes, or asset listings for secured bank financing.

Reports present a summary view of how day-to-day activities, over time, are supporting the goal in creating and maintaining systems integrity.

Patch Compliance Reporting

The Patch Status report and the Managed Device report are particularly useful when looking to provide information with respect to patch compliance.

The Managed Device report displays the patches that have been applied or need to be applied. In the case of critical patches, the on-screen report provides a link to the 'Patch Now' function allowing instant action to reduce a vulnerability.

When the two reports are used together, they inform and help prioritize tactics supporting the patch strategy as well as providing the necessary documentation typically required by auditors seeking confirmation of regulatory and/or governmental compliance.

Report Builder

Where existing reports do not suit the specific reporting needs, the Report Builder may be used to customize a report.

Managed Workplace Reporting delivers the ability to select devices, attributes of devices, and show/hide various columns and so produces reports that provide the critical information in a timely manner.

Reports may be produced in tabular or graphical view for faster communication and to account for the different recipients, or exported into various formats for use in other systems.



Managed Workplace Reports

Managed Workplace features over 90 reports grouped into eight categories:

- **Asset Management**
The reports in this category range from straightforward asset reports suitable for insurance purposes, to software asset changes (installs/uninstalls/patches), newly discovered devices, and detail reports that can inform on obsolete equipment. Need to know how many Dell Latitude E7440 you have under management? Or how many hard drives are over 4 years old? - Run a report.
- **Continuous Monitoring**
Cloud, device or site-based summary of all your monitoring. Always know what you have covered.
- **Network Audit**
Reports include hardware and software inventory, server health, warranty summary, windows distribution (how many Windows-XP machines are out there?), security audit and workstation health. Know your network and know what to do next.
- **Proactive Maintenance**
Easily report on Patch Management configuration and Server Health. Customers demand systems integrity, easily demonstrate how your proactive approach meets that demand.
- **Rapid Remediation**
Report on the total volume of work completed throughout the period. Earn customer loyalty as you demonstrate the breadth of services that you perform.
- **Security Assurance**
Report on AntiVirus information (detail or summary) plus device & site (MBSA Patch management events). When combined with inventory reports easily satisfy the most demanding questions during a compliancy audit.
- **Service Delivery**
Executive summary and site business reports provide a detailed summary of a site. We recommend that the Executive Summary be generated as the first report to illustrate the breadth and depth of information available.
- **Uncategorized**
These reports provide detailed information but do not belong in a single group, or they may be members of multiple groups.

Summary

Reports provide information that informs your decisions, demonstrates value to your customer and identifies opportunities for additional business.

Put the power of Managed Workplace reports to work for you and grow your business!



About AVG Technologies (NYSE: AVG)

AVG is the online security company providing leading software and services to secure devices, data and people. AVG has over 187 million active users, as of March 31, 2014, using AVG's products and services including Internet security, performance optimization, and personal privacy and identity protection. By choosing AVG's products, users become part of a trusted global community that engages directly with AVG to provide feedback and offer mutual support to other customers.

Keep in touch with AVG



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