

# **AVG MANAGED WORKPLACE® 10**



FAST FACTS

# 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.

Dashboards	Configuration / Service Plans			
Status	Service Plans			
N/G AntiVirus Site Management	New Service Plan Copy Service Plan Manage Preced	ence		= =
Patch Management	Reactive	Proactive	Fixed Fee	
Automation	A baseline solution designed to monitor devices and applications to reduce the mean time to	A mid-level solution designed to reduce both downtime and the mean time to resolution. Use	The highest level solution designed to reduce both downtime and the mean time to resolution. Use	
Service Plans Services Policies	resolution. Use this service plan when you want to receive netifications when a device or application fails, and you do not plan on doing any preventative maintenance.	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	this service plan when you want to provide threehold-based monitoring to provide notifications as device and applications are TRENDING toward failure This service plan is set up to allow you to take preactive measures by	
Schedules Service Modules Groups	Basolino Monitoring     Support Assistant     Monthly Reports	providing routine automation maintenance and diagnostic checks, along with patching Windows operating systems with the latest Microsoft critical and security patches.	providing routine automation maintenance and diagnostic checks, along with patching Windows operating systems with the latest Microsoft critical and security patches. Additional MXG products and services such as WAG hollivas and Deline Backup	
Monitors & Alert Rules Alert Categories		Microsoft Windows Patch     Management	are also included in this service plan.	
Nert Schedules		Hanagement e Enhanced Monitoring e Server Maintenance e Server Maintenance e MacR-Maintenance e MacR-Maintenance e Support Assistant e Hearthy Reports	HGLA ROWING     Hindows Patch     Management     Hindows Patch     Management     Gravere Maintenance     Gravere Maintenance     Gestrop Maintenance     Marc PC Maintenance     Marc PC Maintenance	
Certificates Service Desks System Log Viewer Account Summary			Support Acadeant     Monthly Reports	
Trouble Tickets				
Reporting				

#### 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.

Dashboards	Configuration / Service Plans			
Status	Service Plans			•
AWG AntiVirus	New Service Plan New Service Copy Service Manage Precedence			=
Site Management	Indexection in the second second in the second in the second seco		SERVICE PLANS	
Patch Management	BERVICES	REACTIVE	PROACTIVE	C FORD FEE
Automation	1 AVB AntiVisus	0	0	¥
Configuration	E Baseline Monitoring	×	0	0
	E Microsoft Windows Patch Management	0	×	¥
Service Plans	Enhanced Monitoring	0	*	<b>*</b>
Services Policies	1 Server Maintenance	0	×	×
Policies Schedules	1 Server Diagnostics	0	×	¥
Schedules Service Modules	E Desitop Maintenance	0	×	*
Groups	E Mac PC Maintenance	0	×	*
Monitors & Alert Rules	E Support Assistant	~	×	*
Alert Categories	E Monthly Reports	~	×	*
Alert Schedules	I MWNDC - Monitoring	0	0	0
Power Management	I MWNOC - Automation	0	0	0
Intel® vPro**	I MWNOC - Reports	0	0	0
User Management	I Windows Patch Compliance Report	0	0	0
Role Management System Sottings Certificates Service Desks System Log Wewer Account Summary				
Trouble Tickets Reporting Update Center				
Help				



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.

Dashboards     Status		ment / <u>Sites</u> / Create Site Management							
¥ AVG AntiVirus	Create	Site							
Site Management  Sites Create Site Windows Inventory		p1> Service Delivery Model	Step 2 > Configure Service Delivery Model	Step 3 > select Deployment Config	guration Option		Step 4 > Confirm Configuration	Step	) 5 d Installation Package
SNMP Inventory Mobile Inventory	Choose	e a Service Plan for any of the fo	llowing groups.						
Patch Management	Servic	e Plan Applications		Service Compone	ints				
Automation     Configuration	>	Network Devices Reactive	×	Monitoring	Reporting	Automation	Support Assistant	Patch Management	ANG Antilinas
Trouble Tickets     Reporting	>	Servers Fixed Fee	×	Monitoring	Reporting	Automation	Support Assistant	Patch Management	NG healters
▲ Update Center 📰	>	Workstations Reactive	•	Maninoing	Reporting	Automation	Support Assistant	Patch Management	NG headlines
	>	Printers No Service Plan	×	Maximum	Reporting	Atomation	Support Assistant	Patch Management	NG halilens M
	>	Mobile devices No Service Plan	٠	Monitoring	Reporting	Automation	Support Assistant	Patch Management	All Antilians

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

	P1> Service Delivery Model	Step 2 > Configure Service Delivery Model	Step 3 > select Deployment Confi	guration Option		Step 4 > Confirm Configuration	Step	) 5 d Installation Package
Choose	a Service Plan for any of the fo	llowing groups.						
Service	e Plan Applications		Service Compon	ents				
>	Network Devices		Monitoring	Reporting	Automation	Support Assistant	Patch Management	ANG AntiVirus
	Reactive	•	-	dil	D	¢	(2)	運
>	Servers		Monitoring	Reporting	Automation	Support Assistant	Patch Management	AVG AntiVirus
	Fixed Fee	•	<b></b>	htt	©	¢	(Ē)	ж.
~	Workstations		Monitoring	Reporting	Automation	Support Assistant	Patch Management	AVG AntiVirus
	Proactive	•	<b>_</b>	111	D	¢	(Ē)	ЭŘ:
	Services O Server Diagnostics				~			
	Enhanced Monitoring		×					
	O Server Maintenance				÷			
•	Microsoft Windows Patch M	Management		~			×	
•	Monthly Reports			~				
	Support Assistant					×		
able or dis Servis					~			



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.

	Service Name	Peace of mind		
	Description	A specific example of a Service Pla	in dedicated to Dell Servers	
Policies - 6				
Add Rer	ove			
H 4 1	► M Page siz	a: 20 🔻		6 items in 1 pages
NAME .			TYPE	DESCRIPTION
Micosoft	ONS Server Maintena	nce	Automation	This automation package will Flush the local DNS Server cache, remove any stale entries from DNS as well as report any stale DNS records that are left behind that could not be removed.
Microsoft	Active Directory Main	fenance	Automation	Provides a list for each of the following. All Disabled AD Accounts, AD Accounts that have been inactive for 60 days or more, each member of the Administrator Groups and list users where passwords never expire.
Server A	Policy		AVG AntiVirus	Server AV Policy
Dell Serv	ers		Monitoring	Default monitoring and alerting policy module for Dell Server
Microsoft	Windows Server Patc	ning	Patching	Downloads and installs all Windows Server Critical and Security Patches.
Windows	Patch Reporting		Reporting	

#### 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.





evice ne	port							•
Advanced F	iltering							
	Service Plan:	All	•	Site:	All Sites		•	
	Approval Group:	All Computers	•	Release Date:	Past 1 Month		•	
	Status:	Installed 📝 Needed 🔄 Failed						
		V Hide Declined Updates						Filter
Patch Now								т
H A Y +	M Page size: 250							22 items in 1 pages
DEVICE			INSTALLED		NEEDED	PALED		LAST UPDATED
🗸 🚺 WIN-NIJS	HEE6R5F		0		3	0		3/2/2016 7:27:29 AM
PATCH							APPROVAL	STATUS
Update for Wi	ndows Server 2008 R2 x	64 Edition (KB3118401)					Not Approved	Needed
Lindate for Mil	ndows Server 2008 R2 x	64 Edition (KB3121266)					Not Approved	Needed
oposie for wi	ndows Server 2008 R2 x	64 Edition (KB3138612)					Install (1/4)	Needed
Update for Wi			0		3	0		3/5/2016 6:31:40 PM
	NEE6R6F							

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

#### **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.

AVG Business	▶ 1/18/2016 MW Status page - bookmark this li	ık - see status 24x7x365			1 Admin * 🌢
Dashboards	Configuration / Schedules / Modify Schedule				
Status	Schedules				6
AVG AntiVirus	Modify Schedule - Default Executi	on Schedule			
Site Management		· · · · · · · · · · · · · · · · · · ·			
Patch Management	Schedule Name	Default Execution Schedule			
Automation	Description	Default Execution Schedule			
Configuration					
Service Plans					
Services	Schedule Details				×
Policies	Automation Schedules				
Schedules					
Service Modules	Daily Automation:		Run once a day at 7:00 AM	•	
Groups	Weekly Automation:		Run every Friday at 9:00 PM	•	
Monitors & Alert Rules	Monthly Automation:		Do not run	æ	
Alert Categories Alert Schedules	AV Schedules				
Power Management	AV Scans:		Run every Monday at 6:00 AM		
Intel <sup>®</sup> vPro <sup>™</sup>	AV Definition Updates:		Run every 4 hours	0	
User Management	AV Program Updates:		Run every Tuesday at 6:00 AM	c	
Role Management					
System Settings	Patching Schedules				
Certificates	Patching:		Run once a day at 12:00 AM	۰	
Service Desks					
System Log Viewer					
Account Summary					
Trouble Tickets	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.

Status	Configuration / System Settings	SERVICE PLAN SUMMARY		
Zy Junus	System Settings	Service Plan co Reactive		
★ AVG AntiVirus		Reactive		
[] Site Management	General Branding Themes Network Objects Data Retention Modern Communication Settings Alert Configuration Ticketing Printer Transforms Mobile Rem	Service Plan		
-		Service Plan Proactive	SERVICE PLAN SUMMARY	
Patch Management	General Preferences	Service Plan		
Automation	Central Dashboard Refresh Rate: 5 minutes	Fixed Fee	Service Plan	
Configuration	Alorts Rofresh Rate: 5 minutes	Manage Ser		Sit
Service Plans	(2) Enable website usage tracking	ALERTS	Reactive	0
Services				
Policies		AVG ANTIVIRUS		12.22
Schedules	Regional Preferences	Install Succeeded	Service Plan	Site
Service Modules		Update Succeeded	Proactive	1
Groups Monitors & Alert Rules	Default locale for Uli English (United States) Default language for reports is English (United States)	Threat Detected	Floactive	1
Alert Categories	Default font for reports is English (United States) Default font for reports is Verdana except for reports using one of the following:			
Alert Schedules	Japanese reports will use MS Gothic	Unprotected Devices	na na man	
Power Management	Korean reports will use MS Gothic	AUTOMATION (TODAY)	Service Plan	
Intel* vPro**	Vietnamisse reports will use MS Gothic     Chinese reports will use MS Gothic		Fixed Fee	
User Management		Tasks Succeeded		100
Role Management		Tasks Completed		in the second
System Settings		Tasks Failed	Manage S	ervice P
Certificates	Onsite Manager Installer Settings			
Service Desks	The settings defined below will be used as the installation configuration for the default option of the Onsite Manager installer.	Remaining Tasks	ALERTS	
System Log Viewer Account Summary	<ul> <li>Install Onsite Manager in default location</li> </ul>	PATCH MANAGEMENT (MONTH)		
	Scan the local subnet     Install Microsoft SOL Server Express In default location			
Trouble Tickets	Do not install MISA     Do not install SQL Server Management Studio Express		AVG ANTIVIRUS	
E Reporting	www.mscam.avgc.3et/ver/Mathagement/Strately/Strately/	Report Delivery		
Update Center 💿		Failed Deliveries	Install Succeeded	1
Help		Successful Deliveries		1
	Service Center S/N: d7e6ETbc-2a45-4532-882a-384ctfcacca2	successful Deliveries		
		TROUBLE TICKETS	Update Succeeded	10
		Open Tickets		
		Service Requests		
	antina a la annana manantina a		Threat Detected	
				22
			Unprotected Devices	
			AUTOMATION (TODAY)	
			AUTOMATION (TODAT)	
			2 2026 202	
			Tasks Succeeded	
			Tasks Completed	
			Tasks Failed	
			Tasks Falled	
			Remaining Tasks	
			0	
			DATCH MANAGEMENT (MONITH)	
			PATCH MANAGEMENT (MONTH)	
			Construction of the second	
			REPORTING (TODAY)	
			REPORTING (TODAY)	
			REPORTING (TODAY) Report Delivery	
			Report Delivery	
			Report Delivery Failed Deliveries	
			Report Delivery	
			Report Delivery Failed Deliveries	
			Report Delivery Failed Deliveries	
			Report Delivery Failed Deliveries Successful Deliveries	
			Report Delivery Failed Deliveries	
			Report Delivery Failed Deliveries Successful Deliveries	
			Report Delivery Failed Deliveries Successful Deliveries TROUBLE TICKETS	
			Report Delivery Failed Deliveries Successful Deliveries TROUBLE TICKETS	