Automation

Streamline your service delivery and support your customers faster, better and easier than ever before.

Automating a routine task using a script reduces errors and brings repeatability, standardization and scalability to your service offerings.

Routine tasks that used to be performed manually can be automated to run unattended, scale across hundreds of devices and run in a fraction of the time.

Optimize configurations, manage security and other settings, update software, run diagnostic routines, remotely and effectively using scheduled automation.

Automating a set of routine tasks streamlines service delivery and lets you focus on the non-routine tasks.

Automation decreases the effort required for ongoing maintenance.

Whether you choose to use automation on demand, in response to a specific event, or using our comprehensive scheduling calendar, the power of automation lets you transform your service delivery and scale your business.

Benefits
Automation offers:

- **Increased Service** - with over 200 scripts, many scripts can be configured to run as a 'self-heal' response to an event

- **Flexibility** - use our scripts, 3rd party scripts or write your own, almost any task can be automated

- **Scalability –** scripts can be configured to run across groups of devices, get more done with a single click

- **Transformation** - automation delivers consistent, best practice services resulting in optimal service delivery

- **Improved quality –** minimize human error by using standardized scripts, use conditional execution to run scripts intelligently

- **Scheduling** - schedule automation to run once or on a recurring basis for ongoing maintenance and peace of mind

- **Ease of use** - our User Interface and Automation features make it easy to run a single script, customize scripts with parameters or combine scripts into packages for easy execution

AVG *Business* Managed Workplace®

Managed Workplace uses automation to proactively collect, collate and alert on information needed to quickly identify and address issues across customer networks.

By the time you access the Service Center dashboard to view your site, you have already benefited from the flexibility and power of automation.

During the Onboarding Process

During initial onboarding for Managed Workplace there are three separate and distinct automation actions.

- Auto-Discovery

- Auto-Grouping

- Auto-Inclusion

Managed Workplace uses Auto-Discovery, to find and identify all network devices that have an IP address.

As these devices are found, they are Auto-Grouped into groups of like devices. Auto-Inclusion applies pre-configured checks called Policy Sets to these groups of like devices to offer a basic set of common monitoring and alerting.

Through this automation, a site of up to 500 devices can typically be brought under management in less than two hours.

After initial onboarding, automation continues to work for you in delivering consistent, best practice services in a fraction of the time.
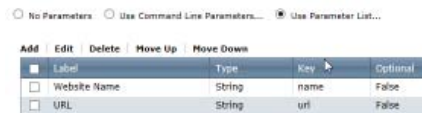
Scripts

A script is the essential building block of automation.

A script can be Powershell®, VBScript, BAT/CMD, shell scripts, executables or other scripting languages such as Python.

Hundreds of scripts are available as part of the standard install and via our Update Center.

Many scripts run with no additional input required. For example, the "List Startup Items" script needs no further input.

Adding script parameters.

Some scripts may require input. For example, the "Add Website to Favorites" script requires a text description and a url.

The wide range of scripts available ensure you're covered for most of the tasks required for automation.

Added Flexibility

If you require added capabilities not covered by the available scripts, additional scripts may be imported from 3rd party sources to extend your capability. We support VBScript, EXE, BAT/CMD and shell scripts for a full range of capabilities.

For those occasions where a specific script cannot be found, we provide templates for Powershell, VBscript and Python to allow your developers to custom build a script.

Getting More Done

Automation can be a single, simple script or a collection of scripts called an Automation Package.

An Automation Package allows you to combine a set of scripts into a single package – similar to a playlist of music files.

This allows the technician to easily perform a set of routine maintenance tasks through a single scheduled event.

Scripts can be run based on the results from an earlier script in the package. In the example below, the script checks for Antivirus software installed, if it determines that no AntiVirus software was installed then the 'Child' script install AntiVirus.

This allows Automation Packages to intelligently execute scripts streamlining your service delivery and saving you time.

Scheduling Automation

Our comprehensive automation calendar enables you to schedule any automation script or package by choosing:

• What script or package to execute

• Required parameters

• Target devices or groups of devices

• Date/time for execution

The calendar shows at-a-glance past, current and future scheduled automation.
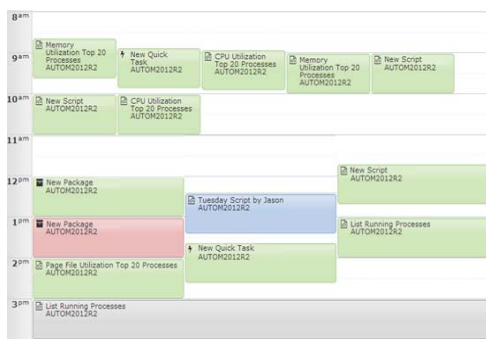
Scheduled tasks at–a-glance.

Scheduling an Automation Package or script as a recurring event allows regular ongoing maintenance.

A recurring event could check for the existence of non-approved software, e.g. torrent software, and automatically uninstall upon identification on a regular basis.

Stay Informed

Add an email notification for standard outputs or errors, or hover/click on the scheduled tasks in the Calendar to see varying details of the results.

Making Automation Automatic

Both scripts and Automation Packages can be configured to run automatically in response to an alert or event. This is also referred to as 'self-heal', where an alert can trigger automation that remediates an issue often before the effect is felt by the end-user.

Quick Task

A 'Quick Task' is a copy of a standard script from the library, supplied with a few parameters and saved for re-use.

Quick Tasks give you custom capabilities by extending a supplied script with parameters to meet your specific needs.

Install or Update Java	-	-	0
Audit for Installed Anti -Virus	-	-	0
Install Antivirus	Return code equals	11002	1

Combining scripts into an Automation Package.

For example, the 'Add Website to Favorite' Quick task could contain the parameters 'Help desk' and 'http://www.mycompany.com/help' and saved as a Quick Task called 'Add Help Desk Favorite'.

Supplying parameters.

This allows you to quickly perform a routine task without entering run-time parameters.

Ease of Use

Scripts, Quick Tasks or Automation Packages that are used frequently can be identified as 'Favorites'.

'Favorites' speed navigation as they are listed first in dropdowns and are identified in the library by a star symbol.

AVG Business Managed Workplace®

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.

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