

# DeskCenter Overview

## IT Lifecycle Management

### DeskCenter Solutions

Focussing on the area of IT Lifecycle Management, DeskCenter Solutions is an international software manufacturer with its headquarters in Leipzig, Germany and it's UK office located in Twyford, Berkshire. With over 1000 satisfied customers across Europe, DeskCenter is able to provide a complete end-to-end solution. Supported by a team of highly skilled professional consultants we can ensure your project is delivered quickly, efficiently and deliver outstanding return on investment.

#### Inventory Management

DeskCenter's Inventory Management is one of the most powerful in the market. It functions without an operator and comprehensively determines all the hardware and software in your network. Then, using six different methods of inventerisation, it identifies all devices, even those devices which are outside a domain or are offline. It also monitors software usage, so you can easily identify unneeded software.

- SAM Software Catalogue
- Application Metering
- License and Contract Management
- SPLA Management

- Asset Management
- File & Document Management
- Reporting
- SNMP Inventory Management

#### Licence Management

IT environments are becoming increasingly complex, licence management is becoming increasingly important, and traditional contract management tools are reaching their limits. The DeskCenter Management Suite and our comprehensive SAM services will support you in establishing a comprehensive licence management system. Our licence management is audit certified by KPMG and recommended by Microsoft.



**Microsoft Partner**  
Gold Software Asset Management

#### Software Management

Deploying software used to be easy. All that was required, was to install the software. But nowadays, software is significantly more complex: virtualised software, cloud-based software, terminal server solutions and even desktops entail new challenges. This requires real "software management". The DeskCenter Management Suite optimally supports all of these, by not just deploying the software, but also maintaining a defined software infrastructure across all locations and companies.

- Remote Management
- Scripting
- Active Directory Management

- OS Deployment
- Software Allocation
- Patch Management
- AppCloud Services

#### System Management

Would you like to simply change a registry key or start a service? Without disturbing the user when they are working? Now you can do that at the click of a button. In our Remote Maintenance and Scripting module, you will find functionality to simply make your service more efficient. All these functions can be called up directly from the DeskCenter Management Suite.

#### Service Management

The Service Management module of the DeskCenter Management Suite combines both ITIL® compliance and real value-add service. Fast and user friendly, it offers a complete service desk capability to both technicians and end users. Through access to all other modules and functions of the DeskCenter Management Suite, your support and IT management process can be optimised to deliver maximum value.

- Service Desk
- Service Calendar
- Knowledgebase
- Self Service Portal's

- Complete Inventory
- All IT and Non-IT assets can be recorded and managed
- Agent-less discovery
- Domains, workgroups, mobile and disconnected device discovery
- Rule or job based software deployment
- Graphical deployment designer
- Integrated patch management
- Self service application request portal
- Unique software identification with DeskCenter SAM Catalogue.
- License Optimisation based on usage
- User, Server, CPU license models supported
- Integrated with Business as Usual processes
- Comprehensive remote management capabilities
- Powerful Scripting in VB, C# and PowerShell
- Centralised management
- Automated escalation
- Email, Phone, Portal tickets
- Fully integrated with other DeskCenter Modules
- Multiple support environment supported

## Our Services

An efficient software solution such as the DeskCenter Management Suite is an effective solution to achieve your IT management targets.

DeskCenter supports our customers with a wide range of services, and practical project-based experience.

To ensure making the entire DeskCenter project a long term success, we also offer our customers a wide range of integrated support and a maintenance services around the DeskCenter Management Suite.

## SAM Baseline Project

Offered direct from DeskCenter or from one of our accredited partners we are able to offer a SAM Baseline project.

For compliance and cost of ownership reasons, it is becoming increasingly important for IT management to maintain an overview and manage the contract and licensing process accurately on a continuous basis. If you are wondering where to start and how to operate best practice licence management? Or if you are expecting a visit from an external auditor? No need to worry. DeskCenter will support you with our expertise and our licence management consultants.

Our SAM capabilities are accredited by KPMG and we are a gold certified Microsoft® SAM Partner.

## Inventory Discover Project

Offered direct from DeskCenter on one of our accredited partner we are able to offer a range of Readiness projects

Whether you are planning a hardware update or migration to a new Operating System, gaining a complete and accurate inventory of your current assets is critical.

Utilising the outstanding discover and Inventory feature of DeskCenter along with skilled technicians we can quickly and painlessly provide you with all the details needed to make effective decisions.

## Support and Updates

The DeskCenter Management Suite is continuously being improved by new innovations and developments, in which our customers can play their part. With a valid maintenance contract, our customers acquire not only the right to receive all new major and minor releases, but it also enables them to actively take part in our release management process, as well as putting forward experience based suggestions for improvements or new functionality. DeskCenter has implemented over 70 per cent of the suggestions made for the product suite by our customers. Depending on the support level contracted, one can also select different reaction and response times, plus the option of receiving on-site support.

## Consulting

Our experienced consultants will not just implement the DeskCenter Management Suite in your company, but also advise you on associated business processes as well as providing customizations and project support. Here, our customers benefit from over 20 years of practical experience in the field of lifecycle management.

## APP Cloud Services

You will find many pre-packaged standard applications in the DeskCenter AppCloud, as well as many complex software packages. At least once a month we provide the latest versions of all applications, professionally packaged, individualised and tested. This way, you can continually update your computer – with just a single click. Non-Microsoft patch management has never been easier. If your company uses software that is not contained in AppCloud, our experts can custom package the applications you need – if required, the applications can even be monitored in your environment and continually updated.

## Training

In our training courses, customers train on how to use the DeskCenter Management Suite more efficiently, generate value-add in their organisation and how to identify and install the associated processes in their organisation. The DeskCenter training courses take place in our in-house training centres or, with a minimum of five participants, by appointment at your offices. As well as a customers individual requirements, we train DeskCenter Professionals in the topics of: ITAM basics, software allocation, licence management, software packaging, reporting and helpdesk.



**DeskCenter®**  
Solutions

DeskCenter Solutions UK  
Hare Hatch Grange  
Bath Road  
Hare Hatch  
RG10 9SA

Phone +44 (0) 1189 406 457  
[www.deskcenter.co.uk](http://www.deskcenter.co.uk)