

Overcoming desktop management challenges across your business

Data Sheet



Over the past decade, IT and specifically computing and devices have become an integral part of the employee and customer experience for your business.

At Wanstor, we have seen a clear correlation between business success and ease of use around technology for end users. If the right devices are available to staff with the right applications installed, taking customer orders and managing the overall customer experience becomes much easier.

Get it wrong, however, and the pitfalls can be enormous - resulting in lost revenue and poor customer satisfaction.

The dynamics of desktop utilisation are opening up opportunities for businesses, allowing large customer facing teams (such as restaurants, retailers, and hotels), functional business units and other administrative staff to use technology which results in greater dependency on systems in completing work-related tasks.

On the other hand, the IT department faces tremendous challenges in reducing operational costs associated with day-to-day back-end tasks, such as deploying new software, updating software via installation of the latest patches, troubleshooting systems and the increasing consumption of bandwidth, to name but a few.

It is the IT department's responsibility to centralise management of these different systems, and ensure that all tasks are executed without disruption to the end-user.

Furthermore, several challenges face IT administrators whilst managing day-to-day systems management operations, such as:

- + Burdensome manual maintenance
- + Lack of immediate on-time assistance to trouble shoot
- + Lack of set policies to control a system in the network
- + Multiple tools needed for systems management
- + Lack of knowledge in utilising tools
- + Lack of security control over the desktop and laptop ecosystem
- + Rising bandwidth and power consumption costs
- + Maintaining technology superiority and budget spend

In light of the challenges above, Wanstor's recommended strategy for desktop management is to deploy a desktop management solution. This can be delivered by a series of features within managed desktop, laptop and server machines.

With a single solution for all of its assets, deployments and troubleshooting, an IT department can handle all areas related to desktop management from a centralised point.

Wanstor's Desktop Central Management solution addresses the following categories for businesses:

Automation: Replaces manual work by automating all routine desktop tasks through the provision of features related to management of the desktop ecosystem

Security: Updates patches for applications in order to protect the system from outside threats, while customising user policy to reduce internal threats.

Virtual Assistance: Remote troubleshooting aims to resolve problems for the user without the physical presence of a technician.

Audit: Enables IT teams to analyse and interpret actions taken by the administrator in order to help in meeting the requirements of other security and privacy standards.

User needs: Centralised software deployment enables deployment of the latest software to cater to the restaurant's IT policies.

Budget management: Enables IT teams to track usage of software and hardware, in order to calculate complete costs incurred.

Resource management: Reduces bandwidth and power consumption by providing effective multiple settings.

Desktop Central Functionality



This solution automates the complete desktop management life cycle, ranging from a simple system configuration to a complex software deployment. It simplifies the IT staff's work in performing a range of systems management tasks while still securing systems on the network. It allows IT administrators to maintain sufficient control over these systems and their usage, allowing them to:

- + Automate regular desktop management activities
- + Decrease time taken for troubleshooting day-to-day issues
- + Generate comprehensive reports for auditing of IT assets
- + Secure desktops from a wide range of threats

Conclusion

Though many businesses are in the midst of balancing technology advancements within a constrained budget, desktop management solutions provided by Wanstor can help IT teams to manage higher number of users with limited staff.

For more information about Wanstor Desktop Management solutions and how they can improve your IT team's productivity in reducing time spent on administrative tasks, please call us on 020 7592 7860 or email us at info@wanstor.com.