Avast® Business Managed Workplace

Remote Monitoring and Management (RMM)

Remotely manage and monitor assets

Avast Business Managed Workplace is the service delivery platform built for your business. IT service providers need full visibility of all technologies impacting the end user experience. Our RMM provides visibility and unified management of all devices, applications, and networks, providing increased uptime, stability and security for your customers.

HOW DOES THIS BENEFIT YOU?

Do more with less

Use our standardized service delivery model to deliver better services more efficiently and cost-effectively by reducing costly on-site visits with comprehensive remote monitoring and management of the health, availability and performance of your clients' IT assets.

Save time

Improve customer satisfaction and free up hours of staff time for new revenue opportunities by using efficiencies gained from standardizing your service delivery to reduce manual configuration, eliminate errors, and boost the effectiveness of your service delivery.

Win more business

Increase service sales and revenue by using data gathered by Avast Business Managed Workplace to accurately identify opportunities for improvement and cost-savings, clearly justify your professional recommendations, and effectively address the unique IT needs of any customer.

WHAT DOES RMM OFFER?

Easy and complete deployment

It's not just about the speed of onboarding (although we're very proud of our 5-click process) it's about bringing a site under management properly; quickly, accurately and completely with no missing steps.

Effective onboarding sets the stage for efficient service delivery. Our new process aligns with the way that you run your business to help you meet your unique business objectives faster than ever before.

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Automatic network discovery and monitoring

Onboard new customer sites quickly and never miss an opportunity to bring new devices under management with automatically updated and detailed discovery of servers, PCs and laptops, smartphones and tablets, network infrastructure, printers and imaging assets and IP-based devices.

Action-based dashboard

Information is key to increasing customer satisfaction. Our full-featured, action-based dashboard gives you all the information, insight and clarity you need to make informed decisions. Direct links let you take speedy action to increase uptime, stability and security for your customers.

Standardized Service Plans

Standardization drives efficiencies. Managed Workplace ships with four pre-configured services plans that will let you easily bring sites under management.

Use the service plans right out of the box, or turn off/on services as you need them.

Create your own Services

Access our extensive library of policies and choose any combination from Automation, Antivirus, Monitoring, Patching, Reporting and Support Assistant to create a unique service that meets the needs of your customers. Then easily extend a pre-configured plan by adding your own services. All the efficiencies of standardization with the flexibility to create your own.

Create your own Service Plan

Customizing a pre-configured service plan offers a great deal of flexibility. Sometimes you need more. Easily create your own Service Plan combining the pre-defined services or any combination of services that you create for complete flexibility.

Network Audit reports

Acquire new customers more easily by clearly communicating the immediate value of your services early in the sales cycle: drop in Avast Business Managed Workplace at a prospect or customer site, automatically gather data, and then run detailed Network Audit reports that identify security gaps and pain points you can resolve for the business owner.

Real-time alerting

Proactively identify and solve problems faster to protect your customers' IT investments by receiving immediate alerts on things that matter, then conducting rapid remote remediation.

Remote remediation

Improve productivity for end clients by fixing problems remotely without opening ports on firewalls—or interrupting work in progress—using extensive remote management tools, including Premium Remote Control at no extra cost.

Powerful automation features

Save hours of configuration time on lower level activities by automating key processes so you can better engage with prospects, improve quality of service delivery to existing clients and focus your staff on new revenue opportunities.

Easily link automation to alerts to remediate issues in the shortest time possible.

Detailed reporting

Justify your IT project and services recommendations more easily using Avast Business Managed Workplace reports with deep insight into customer environments and infrastructure pain points. Increase your trend analysis accuracy and troubleshooting efficiency using reports internally with your technical staff.

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Patch management

Efficiently address security vulnerabilities in customer networks by using Avast Business Managed Workplace to review, approve and automate deployment of security patches for Microsoft systems and software, and remotely update or patch third party applications.

Integrated Antivirus

Award winning Avast Business Antivirus 2017 is working smarter for you. It helps keep critical business and data safe from the latest ransomware, virus and malware and keeps users safe online.

Cloud services monitoring

Quickly identify and address performance issues with cloud services like Office 365™ and the websites your clients rely on.

Backup & Disaster Recovery

We teamed with Infrascale to deliver a complete, cloud-based backup and disaster recovery solution, purpose built to serve MSPs and their business clients.

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