

Ease My AMC

The Reality of Today for Computer Maintenance Companies:

- Customer is not willing to increase your charges for Computer Maintenance
- Input costs, right from transport to electricity to salaries is going up daily
- Hardware Engineers are hard to find and difficult to retain for long?

Is there a way out?

The way out is to use technology to your benefit.

Ease My AMC – The Pro Tool for computer maintenance companies

A cloud based central computer management platform using which you can easily manage and support all computers under your maintenance contract, irrespective of the location.
Ease My AMC solution

It is a powerful yet very simple to use solution the benefits of these will be to:

- ✓ Reduce your costs considerably
- ✓ Increase your service levels and resolution time.
- ✓ Reduce your dependence on engineers
- ✓ Reduce number of engineer or manage more computers with same number of engineers.
- ✓ Will save a lot of time and costs in on site visits.
- ✓ Will allow you to offer remote only AMC where cost does not want to pay more.
- ✓ Will allow you to remotely manage most if not all of your AMC activities.
- ✓ Will open up the possibility of hiring Female Btech engineers/diploma holders since they will not need to go on the fields
- ✓ Will open up an avenue to hire administrative quality of team members instead of technical people is processes are setup, thereby reducing overheads

& lots more.



Main Features

Asset Management/CMDB

The Configuration Management Database (CMDB) is a virtual database that can be used to retrieve all configuration information, its relationships and history. The CMDB is an important feature of remote support software because it allows your support teams to find information about specific devices to better manage or repair them remotely. With this feature in your remote support software, you now have a central location for all the important data you need to remotely manage and monitor. This gives your support teams more control over your organization's IT infrastructure.

Ease My AMC's Configuration Management Database (CMDB) allows you to retrieve and manage configuration items such as server, Desktops, or laptop. With Ease My AMC you have two options to store devices. Either you install an agent or you add a device manually. If you later decide to install an agent on the manually added device, you can detect required and/or available updates.

Task Automation

Ease My AMC's Task Automation covers 3 major areas which are **Patch Management, Scripting** and **Software Rollout**.

Ease My AMC **Patch Management** is an administrator's control over operating system, platform or application updates. It includes identifying system features that can be improved or corrected, creating those improvements or fixes, releasing the update package, and verifying the installation of those updates.

Ease My AMC's comprehensive patch management automation software saves time and improves patch compliance. With Ease My AMC, you have full control over patching processes for the enterprise, site and all devices. Minimize your time by using automated scanning and patching capabilities and keep your endpoints secure.

Ease My AMC fills the gaps in the Microsoft operating system by constantly checking for missing patches. This is important, because without these patches you run the risk of losing the security of your devices and becoming more vulnerable to hacker attacks. If you use Ease My AMC, this risk can be minimized.



Scripts are a powerful tool for additional automation and optimization of work tasks.

You can run scripts manually for individual devices or schedule them for individual profiles and tasks as part of IT automation. Not only can you create and upload your own scripts, but you can also benefit from the experience of others by using WuInstall's large script library.

Ease My AMC supports a variety of formats such as:

- PowerShell (*.ps1)
- Batch (*.bat)

Software rollout is the process of publishing and distributing software products to the corresponding customers. In this process, the software product is distributed to the customers with the help of Ease My AMC software rollout. To do this, Ease My AMC must first be put into the correct format. This process is called packaging or packaging. This type of software rollout is also called software distribution.

Reports and Analytics

Reporting is a crucial aspect of IT management - either for end users, business customers or your own team. With Ease My AMC, you can create detailed reports - exactly the way you need them, with a simple but powerful reporting tool. It is a proactive approach to remote support and management. By incorporating reporting and analytics into IT management, organizations can ensure that their remote processes run smoothly.

Powerful IT reports help a company identify common issues and potential weaknesses in its current IT infrastructure. Using this data, businesses can then develop and implement IT strategies to address these issues.

These remote support programs provide data analysis tools that can help gain valuable insight into your assets and hardware inventory. This feature also allows support teams to receive detailed reports:

- Alerts and active issues
- Patch status
- Task history

You can view any action performed in Ease My AMC. Ease My AMC keeps a comprehensive list of all activities performed by technicians, administrators or with Ease My AMC automations.



This list can be easily searched and they can retrieve all activity details. You can see exactly what was done, by whom and on which devices, among other things. Activity tracking gives you a complete overview of what your technicians are doing for you.

Secure remote access

Remote access to Ease My AMC can be realized with various tools. This is possible with TeamViewer, MSRA or the own Ease My AMC remote access variant.

With the user-friendly integrations of Ease My AMC, you can establish a remote connection to any of your computers with just one click. With the different integrations and in combination with Ease My AMC you always get the ideal solution and can easily adapt to the needs of your customers. Ease My AMC supports both guarded and unattended access. With our solutions, you can take control of endpoints remotely, no matter where you are working. You don't have to switch back and forth between different applications when remotely accessing your endpoint users. Whether it's automation, task execution, job creation, etc., anything is possible with the use of Ease My AMC & the selected integrator.

Mobile Phone App

With the Ease My AMC Mobile Phone app for Android, using your phone, you can do everything giving you 24x7 control and ability to manage from anywhere at any time

How can Ease My AMC help me reduce cost and increase service levels?

Contact us now for a demo and see for yourself how Ease My AMC can help you increase profits and help increase efficiencies at the same time. .

