



Ease My AMC

As a IT Head / System Admin in your company, you know the pulls & pressures that you face. Your users demand immediate attention and also expect immediate resolution. Your boss expects everything should work like clockwork but are not willing to provide you with the additional hands and resources that you require.

You are sandwiched in between- having to take stress all the time and work overtime on many days.

Is there a way out?

Introducing **Ease My AMC**

Ease My AMC will allow you to manage and maintain computers in whichever location or city they may be, all from a single cloud console.

Ease My AMC is a very versatile solution which will allow you to do things much faster and make it so easy for your to maintain the computer systems.

Ease My AMC solution is a solution which:

- which will make you happy as you can do so much more in much lesser time and do it easily.
- your users happy at the speed and quality of service you are providing and
- also make your management happy with the increased uptime and good feedback from the users.

Ease My AMC solution will enable you to:

1. **Know full hardware configuration of all your computers:** Know the exact and detailed hardware configuration of each computer that you maintain
2. **Know all installed software details of all your computers:** Give you a detailed list of all the software which is installed in each machine
3. Remote Management & Monitoring – Remotely manage and monitor all your computers

4. **Patch Updates at one click** : Give you the details of missing OS and Microsoft patches – which can be pushed to one machine or multiple machines – all with just a click of a button.

Imagine being able to click a button on your console and 50 computers simultaneously get their patches updated, all at the same time with just the click of a button on your console.

5. **Routine maintenances tasks no longer take time:** You can click on a button on your console and choose a single machine or choose multiple machines that you want to run routine or other tasks like clearing cache, clearing temp files, clearing browser cookies, defrag etc- and these tasks will get executed on the multiple machines at the same time.
6. **Proactive Maintenance** =You can schedule routine tasks like the ones mentioned above or any other task so that they run automatically at the time interval defined by you – say every week or 15 days automatically – without you having to remember or do something about it.
7. **Mobile App:** Maintain from wherever you are and at whatever time: With the help of the mobile app, you can do all the above functions from wherever you are and whatever the time. The mobile app is a full functional app and allows you all the functionalities of Ease My AMC
8. **Remote Access:** Using its proprietary remote access function, you can take remote access and even chat with the user while solving his problem.
9. **Software Installation – now so simple:** You will be able to install software in one machine or multiple machines – at the click of a button on your console.
10. **Task Automation & Scripting** – Use the power features of scripting and task automation to simply execute the complex and not so complex tasks.

Imagine installing software in multiple locations in multiple cities, sitting at your console, all with a few clicks of your mouse.

.....& do 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 Wulninstall'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 integraton.

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