



All Covered 
IT SERVICES FROM KONICA MINOLTA

ALL COVERED PROACTIVE DESKTOP MANAGEMENT



Having stable and reliable PCs is just as important as keeping the servers and network up and running. However, PC maintenance is often neglected until there is a problem because the tasks can be cumbersome and time consuming. These frustrating and annoying issues are often left for the end user to figure out. All Covered's proactive, automated desktop management allows organizations to achieve PC uptime and reliability, easily and cost effectively.



ALL COVERED: PC MAINTENANCE MADE EASY

PATCH MANAGEMENT AND SYSTEM OPTIMIZATION

An unpatched PC can be the target of viruses and malware which can then spread throughout your organization and wreak havoc on employee productivity and security. This service keeps your PCs updated with the latest security and critical operating system and third-party application patches. In addition, system optimization tasks such as disk defragmentation or cache cleaning are done regularly so the PC's life is extended while running at peak performance.

Routine maintenance is generally done after hours, so it doesn't disrupt users during business hours. Desktop management tasks can also be done around the user's schedule so they stay as productive as possible. If issues are identified during maintenance, All Covered can remotely access the PC securely without the user being present.

ASSET INVENTORY AND LICENSE MANAGEMENT

Software applications, license keys and hardware inventory are easily documented and tracked through the asset inventory and license management capabilities. Customized inventory and audit reports are available.

WEB FILTERING AND THREAT PROTECTION

All Covered's Desktop Management service includes web content filtering designed to protect PCs and other devices with Internet access on your network from accessing unauthorized websites. This model is shown to reduce the threats of malware and ransomware by preventing devices from connecting to known malicious sites which complete the distribution of these threats.

Additionally, services can be added that provide protection for laptops and devices accessing the Internet from public wi-fi networks such as hotels and airports. Advanced features such as reporting and customized website restrictions are also an option to the base service.

HOW IT WORKS

PCs are identified using a network discovery tool, then a thin agent is installed on each PC under management. Proactive maintenance tasks are automated and run on a regular basis. The team is alerted if there are PCs that require attention (low disk space, new security patch or missed backup, for example), then our team can log in securely and fix the issue.

ALL COVERED'S PROACTIVE DESKTOP MANAGEMENT PROVIDES:

- Complete software and hardware inventory plus auditing capabilities.
- Optional cloud-based backup and recovery allows for dynamic file and folder backup of up to 250GB of data.
- Automated Microsoft Windows patch management and critical operating system updates.
- Patching of third-party software such as Adobe Reader, Google Chrome, Firefox, iTunes, Java, Skype, and others.
- Anti-virus and anti-malware with automated threat updates.*
- Automated detection of new PCs added to the network so they're quickly under management and desktop maintenance; guest machines can be ignored.
- Secure remote access to address issues identified through alerts; remote access can be done without the user present.
- Web content filtering

* No anti-virus or anti-malware solution is foolproof. In tandem with All Covered's anti-virus services, the client should implement its own set of best practices, which include safe browsing, end user security awareness training, and email procedures.

Contact All Covered Toll-Free Nationwide at **866-446-1133** or visit **www.AllCovered.com**

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