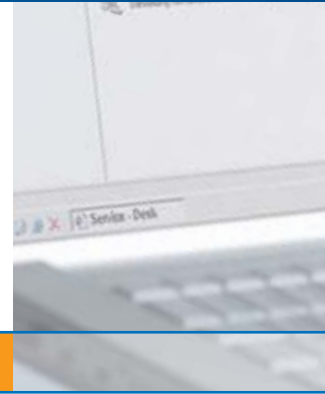


FIT CLIENT-SERVICE

EFFICIENT, COMPETENT, SYSTEMATIC



CLIENT-MANAGEMENT



Client service is shifting more and more from hardware-related jobs to the area of system management tasks. Today, it is not only a question of repairing a physical device, installing software, and enabling remote access. Provisions must be made for the entire lifecycle of a product.

Installation, maintenance work, and troubleshooting: These are complex areas, but they also offer great potential for optimization and rationalization, as a considerable number of tasks can be structured and automated.

The Freudenberg IT (FIT) service concept takes a comprehensive approach toward client service. From the time of delivery until disposal, FIT renders all services necessary to allow your employees to work safely and efficiently.

FIT offers the right solutions:

- Automated software distribution
- Policy implementation
- Customization and distribution of software packages
- Real-time signature distribution for virus protection
- Optimized patch management
- Remote and onsite service
- Inventory taking and reporting

We support you in mapping and managing the entire installation and operational processes of your client environment. It is our goal to create performance and cost benefits for your IT department and offer your users maximum system and support availability. This will simplify your everyday tasks, while also allowing you to offer better support to your users.

On request, we can provide you with a system management portal that enables you to monitor your hardware and software installations as well as the current status of trouble tickets at any time.

Software Distribution

Our experts will help you achieve a high level of automation for installing operating systems and distributing applications. You benefit from saving time and money when performing repetitive tasks. We also ensure that manual actions required for installation, operation, and maintenance tasks are minimized, thereby reducing the number of potential errors. This leads to cost efficiencies thanks to avoiding rectifications and onsite technician work.

FIT is an enteo competence partner: Our partner contract with enteo, Germany's market leader in software distribution products, supports our efforts in this regard. As a customer of FIT, you will profit from our many years of experience with enteo products, our close ties to the manufacturer, our first-hand expertise, as well as our license discounts, and manufacturer maintenance.

Inventory creation

Regular, automated inventory taking is the key to being up to date on the current status



of your installations. It takes just a few mouse clicks to find out the applications and their corresponding versions installed in your company. And it's just as easy get the latest information on physical specifications of the PCs installed in your network environment, such as processor types, RAM, free or used hard disk capacity, and so on. The solution installed, operated, and maintained by us currently recognizes over 30,000 hardware and software products.

Security vulnerabilities, for example due to missing Microsoft hot fixes, are recognized and are corrected promptly in coordination with the software distribution. In addition, security reports inform you in real-time before damage occurs.

You will also benefit from our partnership and close ties with the manufacturers of Germany's most popular inventory software.

Administration

Complex and time-consuming software and operating system configurations, as well as other configuration tasks for individual users or computers should be a thing of the past. Our intelligent solutions allow you to set PC and laptop configuration and software standards for whole departments using a customizable tree menu.

Bulk allocation of settings via a mouse click – such as assigning software or operating system configurations to automatically defined groups or whole business units – translate into efficient and secure workflows. And the system management portal allows you to bundle group or individual software allocations according to physical or temporal parameters.

User and security management

Nowadays, there is a constant come and go of employees in most companies. This means that user accounts need to be created, authorized, and managed. Likewise, server and domain structures are created and modified. Departments or entire companies are outsourced or integrated.

All these changes involve sensitive, often critical company data. This is why we take special care to guarantee that these tasks are carried out safely and logged for later inspection.

Remote and onsite service

The human factor is also very important. A person who maintains close contact with the client onsite is crucial for establishing a basis of trust. Even a high degree of installation and administration automa-

tion does not mean that no maintenance is needed.

- System installation and onsite launch
- Elimination of hardware defects
- Representation of the specialist interface to the supplier for guarantee and warranty processing
- Answering usage questions
- Installation of additional components
- Relocation of individual users and departments
- Customized solutions

Our competent, customer-oriented experts are available to manage these important tasks. Remote PC access allows our experts to carry out many tasks remotely, while promptly visiting our customers onsite when necessary. The result is cost-efficient, high-quality service.

Conclusion

We offer service module packages individually assembled to meet your needs. These help to make the tasks of your employees much easier, resulting in a satisfied and therefore highly productive workforce. Keep in mind: The best craftsman is only as good as his tools!

FIT Client Service – Overview

Software Distribution

- Automated operating system installation
- Automated application installation
- Customization and distribution of software packages
- Optimized patch management
- Realtime signature distribution for virus protection

Inventory Taking

- Automated inventory taking
- Always up-to-date on physical data of installed PCs
- Always know what applications are installed
- Compare installations with number of licenses
- Identify security vulnerabilities

Administration

- Provision of a system management portal on request
- Automated software and operating system configuration
- Simple individual, group, and bulk allocation of software

User and Security Management

- Consulting
- Conceptual design
- Access authorization management for user accounts
- Server and domain structure management
- Documentation and transparency

Remote and Onsite Service

- Consulting
- System installations and rollouts
- Start-up
- Hardware repairs
- Specialist interface to hardware manufacturers
- Relocations

THE RIGHT FIT FOR YOUR BUSINESS 

We would be happy to arrange a visit with you to discuss your individual requirements and projects.

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