

## ProSight LAN Watch: Server and Desktop Monitoring

*Affordable 24x7 server and desktop monitoring, auto-management, plus proactive alerts with trouble ticket integration*



ProSight LAN Watch is Progent's server/desktop monitoring and reporting service that uses advanced Remote Monitoring and Management technology to help keep your network running at peak levels by checking the health and streamlining the repair of all your critical computers.

When LAN Watch detects a problem, an alert goes to your designated IT staff and your Progent consultant so any looming issues can be resolved at once before they disrupt your network. You decide whether to fix problems in-house or ask Progent for help, which is available on a time-and-material basis. On monitored computers, a single click allows you to start a prioritized trouble ticket for Progent's Technical Response Center (TRC).

LAN Watch offers a range of services to help you manage your information system by keeping tabs on the availability, performance and security of vital servers and computers. Services available with ProSight LAN Watch include:

- Proactive monitoring of Windows-based servers and PCs
- Standard and customizable alert thresholds and remediation scripts, all with full automation
- Equipment status and state information from a web-accessible dashboard
- Hardware and software Inventory reporting
- Advanced trend analysis
- Single-click trouble tickets for priority help from Progent's Technical Response Center (TRC)
- Monthly status reports

In addition to providing proactive monitoring to detect technical issues, LAN Watch can help you identify obsolete, under utilized, and stressed equipment. LAN Watch also tracks hardware warranty and software license information and generate alerts for impending expirations to simplify asset management.

### An Affordable and Effective RMM Solution

LAN Watch services are available for a small one-time setup fee and an affordable monthly charge based on the services provided and the number of devices monitored. Ask your BDR about Progent's advanced options like regular maintenance, auto remediation, patch management and more. With over a decade of experience providing RMM services to businesses across the U.S., Progent's consultants have the skill needed to resolve server and endpoint problems quickly based on industry best practices.

LAN Watch is integrated with Progent's TRC ticketing system. With an agent installed on a server/workstation, a single click on a system tray icon can create a prioritized TRC ticket or start a chat with a TRC engineer, who can resolve the issue cost-effectively using a secure remote control tool.

### Contact Progent to Find Out More

For pricing and additional details about ProSight LAN Watch and other managed services available from Progent, call 1-800-993-9400 or send email to [information@Progent.com](mailto:information@Progent.com)

## FEATURES

- Remote monitoring, alerting and reporting for Windows servers and PCs
- Proactive tracking and alerts for critical computers and apps
- Trend Analysis to anticipate issues in time to react
- Instant access to computer Status and State information
- Comprehensive tracking of hardware/software inventory
- Adjustable alert thresholds and responses to meet the specific needs of your business
- Monthly status reports
- Alerts sent automatically to your designated staff and to Progent's managing consultant/primary engineer
- Affordable pricing based on the number of computers being monitored
- When issues are detected, you have the option of handling the problem with your in-house IT team or with Progent's TRC (Technical Response Center)

## BENEFITS

- Reduce IT support costs
- Improve network availability
- Avoid hardware warranty and software license expirations
- Keep your IT management focused on strategic issues, not on network maintenance
- Optimize the utilization of your critical network assets
- Get the insight you need for efficient capacity planning