

baramundi Argus Experience

Proactive IT tools for end-user satisfaction

It can be a challenge to provide **employees with reliable and productive computing experiences at home, on the road and in the office**. Users struggling with slow computers, software crashes and failing laptop batteries quickly become frustrated. That not only reduces their productivity, it increases IT support workloads. The solution is to enable IT admins to proactively detect and resolve endpoint performance issues with Digital Experience Management (DEX) tools. That can **improve end-user satisfaction and help IT teams focus on higher priority work**.

Your benefits

- Improved endpoint stability & performance
- Fewer support tickets through early detection & resolution
- Higher end-user satisfaction & IT productivity
- Faster troubleshooting & data-driven root-cause analysis
- Rapid & efficient ticket processing directly from the bMS



"We're getting multiple tickets related to poor endpoint performance. How can I get a clear picture of what's causing problems?"

Maik Schmid, network administrator

With Argus Experience, you can quickly see which end devices are experiencing stability and performance problems and the factors causing them. Common issues such as long boot-up times or slow application loading can be easily remedied. Performance data also helps you spot patterns and implement solutions.



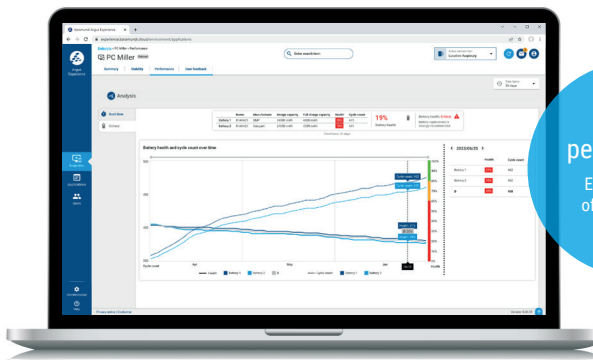
Problematic endpoints

Monitor device stability and performance

"Executives and salespeople on the road report that their laptops are suddenly shutting down while in use. They want IT to make sure that doesn't happen again."

Margret Simmer, CEO

Argus Experience provides comprehensive data for device battery performance and lifecycle management. You can easily identify devices with aging batteries and proactively schedule replacements BEFORE problems lead to lost work, interrupted meetings and a surge of support requests.



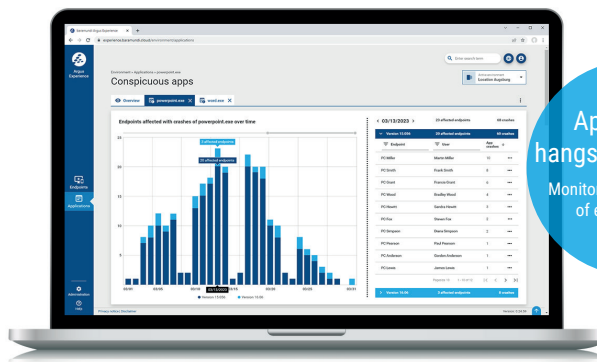
Battery performance

Early warnings of performance drops

"Our endpoint software is up-to-date and secure but users are reporting various performance problems and I can't determine why."

Yasmine Cana, IT Support

Argus Experience enables you to analyze the behavior of endpoint software over time. Clear and objective data can help you determine factors causing problems and implement effective solutions. That's especially valuable for spotting and fixing unexpected configuration and compatibility problems before, during and after OS upgrades, application updates and new software deployments. IT teams can prevent a flood of support tickets and users remain productive and satisfied.



Application hangs and crashes

Monitor the performance of each software version

"I'm seeing multiple hardware and software anomalies under different conditions. I don't know what to look at first." *Sven Broder, IT service provider*

Argus Experience collects subjective user feedback about anomalous hardware and software behavior. IT admins can correlate that input with objective real-world performance data to simplify troubleshooting and root-cause analysis. Follow-on feedback and data can help assess the effectiveness of solutions.



End user feedback

Combine subjective and objective data to implement effective solutions

baramundi Management Suite Modules

Inventory Hardware and Software

Rapidly record and inventory the detailed hardware and software configurations of IT or OT endpoint devices with baramundi **Inventory, IC Inventory, and Network Devices** modules. The baramundi **AUT** module also detects unused software to help reduce licensing costs.



Install Operating Systems

Use native OS installation or cloning to set up operating systems quickly and reliably with baramundi **OS Install** or **OS Cloning**.



Distribute Software Easily

Use baramundi **Deploy** and **Automate** to deploy software automatically network wide or to targeted groups of systems with the same flexibility and attention to detail as manual installation.



Manage Mobile Devices

Automate provisioning and management of iOS and Android devices with baramundi **Mobile Devices**. Or use baramundi **Mobile Devices Premium** for flexible configuration and management of BYOD, COPE or COSU devices using native data separation to protect company files and user privacy.



Backup and Restore Systems, Data and Settings

baramundi **Disaster Recovery** and **Personal Backup** enables precise backup and restoration of system data as well as end-user settings and files.



Enhance performance and end-user satisfaction

The cloud-based baramundi **Argus Cockpit** and **Argus Experience** allow you to monitor system status and performance regardless of time and location. The baramundi **Ticketing System** (powered by Omninet) makes handling of user support requests faster and more efficient, while baramundi **Remote Control** and **Remote Desk** (powered by Anydesk) provides instant support via remote access.



Improve Security

baramundi **Vulnerability Scanner** automatically detects known vulnerabilities and reliably checks for adherence to security and compliance requirements. With baramundi **Update Management** and **Managed Software**, ready-to-distribute update packages are available for Windows and third-party applications. baramundi **Defense Control** enables central configuration and management of Windows endpoint encryption and antivirus solutions.



baramundi **Device Control**, **File Protection**, **Disk Protection** and **Application Control** (powered by Drivelock) enable flexible and secure control of all endpoint data storage devices, applications and files.



Comprehensive IT solutions integration

baramundi **Connect** offers a variety of interfaces to other applications such as helpdesk, license and asset management for comprehensive IT management.



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Try baramundi Argus Experience live on your own network and see how you can improve user satisfaction and IT productivity.



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