Desktop operational intelligence

User support mostly reacts after the event

Technical support is a valuable and scarce resource. Much of its work and daily priorities are set by support calls from frustrated users reporting their workstation is failing or has failed. First, users often cope. Then they try to fix it themselves before interrupting a colleague for help. Eventually admitting they need help they call IT support. While this is happening, the user becomes a non-productive overhead on the organisation.

Ideally your IT support team should spend time preventing problems. But with tens, hundreds or thousands of workstations, it's hard to know where to start. Especially when many non-critical problems go unreported, often handled by users re-starting their system.

When workstation health is clear, support gets proactive

IT support team needs a complete overview of all devices' health at all times before it can begin to prioritise.

When the support team knows:

- which applications fail most often, it can find and deploy fixes promptly.

- which devices require frequent restarting, it can examine the root cause and resolve the issue.

- the extent of security exposures, it can handle potential offenders for the safety of all.

As pervasive issues are fixed, performance improves for all users. So support requests decline and IT can spend more time working on innovative projects.
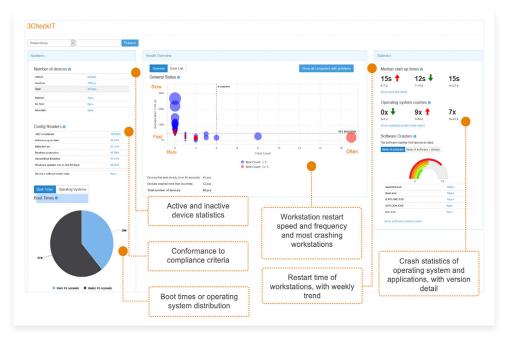
3CheckIT

Provide insights into device health

Reduce costs, increase efficiency

3CheckIT shows workstation health at a glance

3CheckIT continually monitors workstation and application's reliability, restart frequency and speed, and checks compliance with selected security criteria. The 3CheckIT dashboard snapshot (below) shows the high level information presented.

Armed with this information, IT can move from repair and recovery, to prevention and planning. As the result IT service level improves and user productivity improves with it.

3CheckIT service dashboard

3CheckIT service extends 3stepIT's asset management system (Asset NG) showing key operational insights on a convenient dashboard. With one click, it offers drill down information to help investigate the behaviour of any selected device.

Ask for a demo ⟩

- Active and inactive device statistics
- Conformance to compliance criteria
- Boot times or operating system distribution
- Workstation restart speed and frequency and most crashing workstations
- Restart time of workstations, with weekly trend
- Crash statistics of operating system and applications, with version detail

3stepIT

Sustainable technology
We take care of the world's technology, to take care of the world. We help our customers manage technology in a sustainable, efficient and cost-effective manner. Our technology lifecycle model makes circular economy a reality.