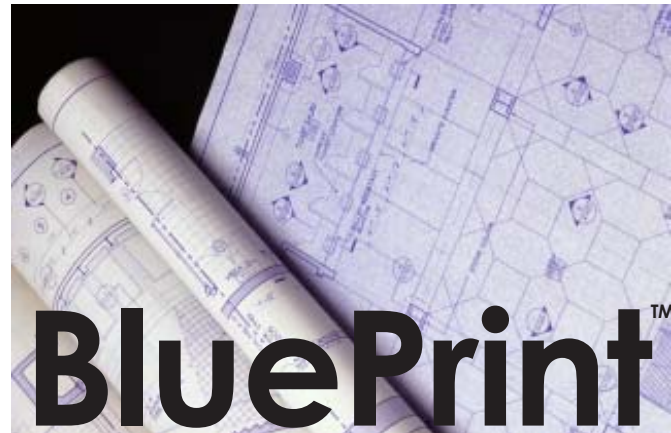


# Desktop Management



**Delivering higher value desktop systems management services that puts you in control of your desktop infrastructure. Guaranteed.**

**Vulnerability Management. Patch Management. Software Distribution. Asset Management. Software License Compliance.** There is a complex web of processes, tools and approaches in the market today in these emerging IT disciplines. NetworkD can help you navigate these critical areas to achieve your objectives while protecting your technology investment.

The **Desktop Management Blueprint™** utilizes a multi-faceted methodology that evaluates all components of the desktop systems management organization to provide a clear concise picture of where you stand and a solid path to where you want to be. Costs and Return on Investment are clearly communicated. Strategic and Tactical issues are addressed.

The difference with NetworkD's approach is simple: We provide a *balanced* approach to desktop systems management that focuses on bottom line results.

**Minimizing Risk.** Our team of industry experts work with your professionals, managers and executive leadership to understand your ability to deliver today and focus on what is required to execute more efficiently in the future. We listen, consult and develop a unique Desktop Management BluePrint™ that outlines the steps required to achieve your business goals while minimizing risk to your infrastructure.

**A Proven Methodology.** Our proprietary **Operational Success™** methodology focuses on combining the best of the ITIL framework, coupled with key best practices, strategies, tactics, metrics and performance expectations to assess, analyze and articulate not just where you are at but where you need to go and most importantly, how to get there.



**NETWORKD**  
DEFINE DESIGN DELIVER

**United States**

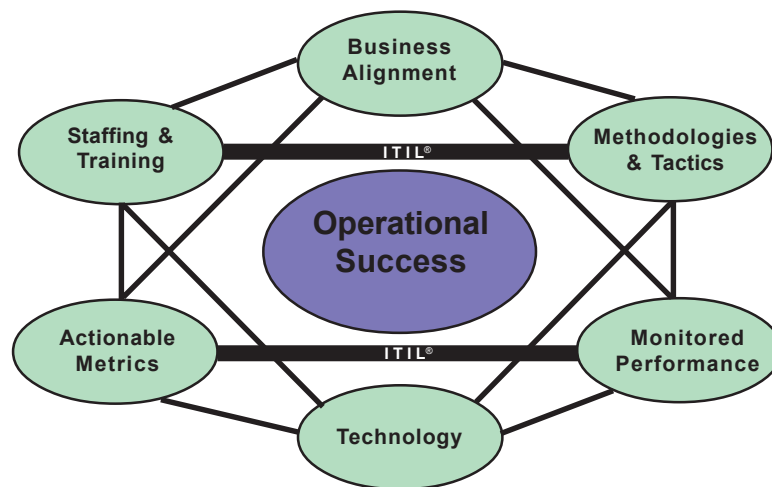
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Our strategic review focuses on desktop management service alignment with the business and the cost structures of the organization. Our tactical review focuses on daily operational issues that affect a support team.

**Strategic Focus areas:**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>· Industry Benchmark Comparison</li> <li>· Business Alignment</li> <li>· Strategic Direction</li> <li>· ITIL Implementation Impact</li> <li>· Service Level Compliance</li> <li>· Desktop Management and Service Desk Integration</li> </ul> | <ul style="list-style-type: none"> <li>· Cost Reduction Opportunities</li> <li>· Staffing levels, Skills and Organization</li> <li>· Technology Adoption</li> <li>· Performance Maturity Model</li> <li>· Resource Forecasting</li> <li>· Customer Perception</li> </ul> |
|---|--|

**Tactical Focus areas:**

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>· Desktop Management Process Standardization</li> <li>· Standard Operating Procedure Definition and Adherence</li> <li>· Patch Management Procedures</li> <li>· Software Distribution Procedures</li> <li>· Staffing Schedules and Models</li> <li>· Staff Utilization Measurements</li> <li>· Reporting Use and Effectiveness</li> <li>· Help Desk and Customer Relationships</li> <li>· Operating Level Agreements</li> <li>· Vendor Management</li> </ul> | <ul style="list-style-type: none"> <li>· Technology Utilization               <ul style="list-style-type: none"> <li>o Patch Management</li> <li>o Vulnerability Management</li> <li>o Unmanaged Device Discovery</li> <li>o Server Management</li> <li>o Remote Management</li> <li>o Inventory Discovery (Hardware and Software)</li> <li>o Knowledge Tools</li> <li>o Performance Management Tools</li> <li>o Help Desk Case Management</li> </ul> </li> </ul> |
|---|---|



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**The Bottom Line.** If you are interested in elevating the return on your Desktop Management investment, NetworkD can provide a crystal clear path on how to get there. *Operational Success™* is yours for the taking. Call us to learn more.