

Customer Extranet

Services Features

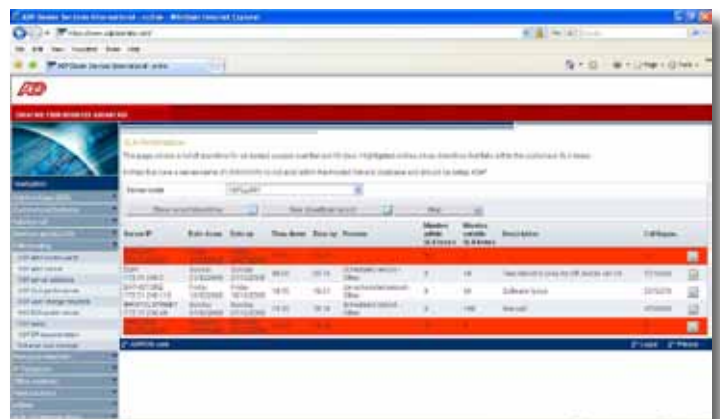
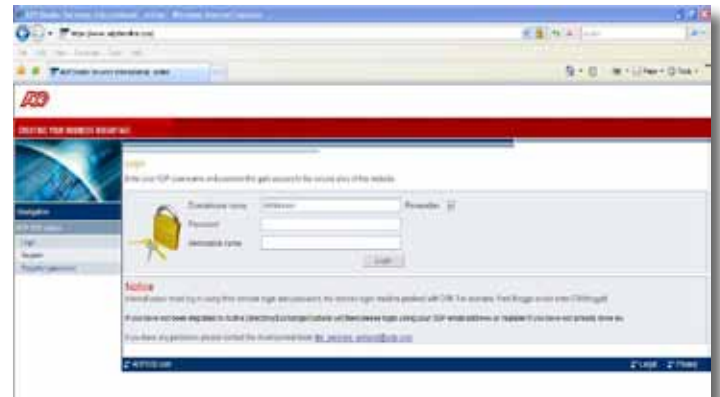
www.adpsi.com

The ADP extranet, www.adpsionline.com, allows customers to have direct visibility of system information relating to services they have contracted for. It includes the ability to configure many of the services to suit individual requirements.

The ADP extranet provides the quickest and easiest way to log issues concerning Autoline or requests for IT support. It also provides access to extensive information and statistics for the following ADP services:

- ADP hosted servers and environments (HSP/ASP)
- ProActive Server Support (PSS)
- Managed networks
- Telephony
- Office Systems and Desktop Management
- Print Manager and Print Plan
- Call Logging

The extranet is highly secure to ensure that customers can only access their own information. Once customers have registered and requested access, they are able to view the appropriate services. A 2-tier security model ensures that they have full control to define access, to configuration options or view-only data.



■ Benefits of the ADP extranet

- Simple and easy to use
- Information instantly available, current and historical
- Highly secure
- Entire IT visibility
- Increased productivity
- Reduced downtime
- Proactive management
- Call log tracking



■ ADP extranet facilities

Hosted Servers - Autoline, Print Manager, etc

- Visibility of key system performance e.g. Disk space, CPU and licence utilisation
- Automated notification and call logging for significant system issues
- Ability to view support calls and ongoing resolution
- Administrator rights give control of basic user changes
- Observation of housekeeping tasks and Service Level Agreement conformance
- View last certificate of Disaster Recovery test

Autoline Servers

- Real time visibility of key server statistics
- Historical trend analysis of server performance
- Automated notification and call logging for significant system issues
- Immediate access to view support call records

Managed Networks

- Real time monitoring of WAN performance and status
- Historic network usage data and trends
- Capability to 'drill-down' to more detailed information including router condition and bandwidth utilisation
- Automated notification and call logging for significant system issues

IP Telephony

- Comprehensive telephone usage monitoring - internal and external calls
- Visibility of user statistics over the entire business, e.g. volume and duration of calls
- Simple and easy to amend telephone details relating to individual users

Office Systems

- Data and user details for PC/laptop management
- Windows server monitoring and performance statistics
- Anti-virus reporting per user and company-wide
- Regular upgrades and alerts for anti-virus attacks
- Visibility of unprotected staff desktops, latest updates and threats
- Automated notification and call logging
- Software licence compliance

Print Plan

- Capability to provide full visibility of printing activity
- Ability to display real time and trend statistics
- Reporting tools - displaying the number of pages printed per printer, percentage of toner coverage and accurate monitoring of toner levels
- Current toner levels and estimated number of pages remaining

■ Extranet reporting features

- Simple and easy to understand
- Easy to access
- Advanced options for extracting more detailed information
- Variety of formats to assist with company reports or presentations
- Printing directly from the extranet
- Export information into Word, Excel or HTML formats

■ Further information

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