

# PLATFORM as a SERVICE (PaaS)

#### **EMPOWER YOUR IN-HOUSE IT TEAM WITH PLATFORM as a SERVICE (PaaS)**

Are you a professional in the IT department whose team struggles to keep up with evolving technologies, time-consuming and mundane tasks and constantly changing IT security threats? The Stratosphere Networks team can help internal IT staff contain costs and boost productivity with our Platform as a Service (PaaS) offering. This solution is ideal for in-house IT teams at midsize companies that could benefit from automation and access to cutting-edge tools.

#### Our PaaS offering consists of two main components:

- ✦ STRATOSPHERE AUTOMATE AND CONTROL
- ✦ STRATOSPHERE MANAGE



## STRATOSPHERE AUTOMATE AND CONTROL

With our Automate and Control solution, you'll no longer have to devote hours of valuable time to mundane tasks. Reach new levels of effectiveness and productivity with remote monitoring and management abilities.

### **STRATOSPHERE AUTOMATE**

Make your IT team more effective than ever by automating these routine support tasks. Free up your technicians' time so they can focus on higher priority issues and bigger, more complex strategic projects.

You'll also have access to customized scripts developed by Stratosphere specifically to meet your company's needs.

Examples of tasks that can be performed across multiple devices at once:

- Supported software installation
- Microsoft feature upgrades

Supported software updates

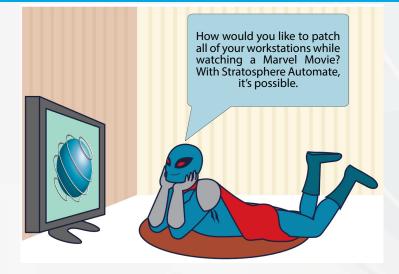
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View real-time data for workstations and servers through an easily accessible web

#### **STRATOSPHERE AUTOMATE**



#### Other examples of time-consuming tasks that can be automated:

- ✦ Software management
- Auto-remediation of common issues, such as disk clean up, and restarting failed critical services
- Scheduling tasks for specific dates and times in the future (e.g., so you don't have to log into a machine to reboot it at midnight)
- Ensuring software compliancy across your environment i.e. every PC has anti-virus software installed
- Monitoring critical systems and receiving alerts via email ticketing
- + ISP monitoring
- Ping monitoring of network devices
- ✦ Website monitoring
- + Asset discovery and management tracking

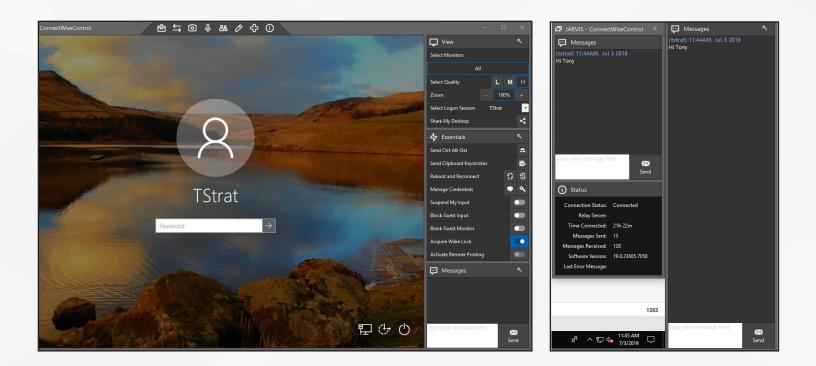


Identify overall patch health such as compliance scores and install/missing Windows patches.

#### CONTROL

Remotely control devices so you can fix IT issues fast, no matter where you are. Get fast, secure access from any device and any location.

- Quickly provide end user support by logging into their machine from anywhere, as long as you have an internet connection.
- + See the end user's desktop as they see it.
- + Get real-time info on a workstation without disrupting the end user.
- + View multiple monitors.
- + Gain access to critical tools to troubleshoot and resolve issues faster.
- + Get unattended access, so the end user doesn't need to be present for you to log on to their machine.
- Leverage live chat and messaging. Open a chat window with the end user while connected to their machine.
- + Securely capture end user Windows credentials to be used later during troubleshooting sessions.



# **STRATOSPHERE MANAGE**

This business management solution allows your organization and your IT team to operate more efficiently with the following benefits and features.

Ticketing management: Manage end users' IT support requests with a cutting-edge ticketing management system. An IT manager can easily organize and prioritize multiple requests, in addition to accessing historical data.

Optimized workflows: Set automated alerts to ensure efficiency. For example, if a ticket hasn't been closed within four hours you will receive an email reminder.

Asset management: Keep real-time data on hardware, software, warranty expiration dates, serial numbers, versions and release dates, and more.

**Knowledge base:** Build your own library of essential info.

**Time management:** Manage you team's time, auto assign tickets to your team, ticket time tracking, time tracking issues, etc.

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### **INTEGRATE STRATOSPHERE CYBERSECURITY AND BC/BDR**

Our PaaS solution easily integrates with our managed cybersecurity offerings and our Business Continuity (BC), Backup and Disaster Recovery (BDR) solutions to allow your team to operate as efficiently as possible and stress less about staying on top of the constantly changing IT security threat landscape.

Here are just some of the advantages of integration cybersecurity solutions with our PaaS offering:

- + Gain the ability to automate security solution deployments.
- + Get patch and compliance reports for all machines.
- + Access detailed reports about hardware inventory.

Learn more about our cyberservices and solutions by visiting www.stratospherenetworks.com.

With PaaS from Stratosphere, your IT team can reach new heights of productivity and efficiency. Learn more today by calling 877-599-3999 or emailing sales@stratospherenetworks.com.