



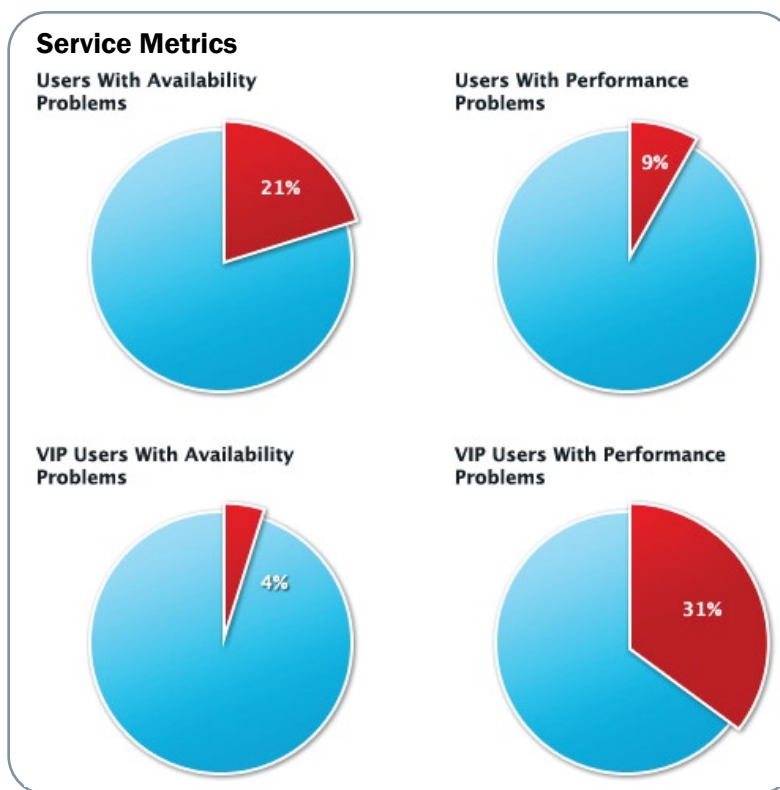
## Zenprise MobileManager: Service Manager Module: User Views

The Service Manager module automatically monitors & troubleshoots mobile performance & availability problems. Each problem detected is accompanied by step-by-step remediation instructions for the IT administrator. Service Manager also enables proactive monitoring of the end user's perspectives through a variety of user based dashboards.

### **It's About the End User**

Real time monitoring of the mobile service enables IT to proactively detect issues impacting individual users. Zenprise creates several web based dashboards, allowing IT to track the service levels of all users, including critical VIP users.

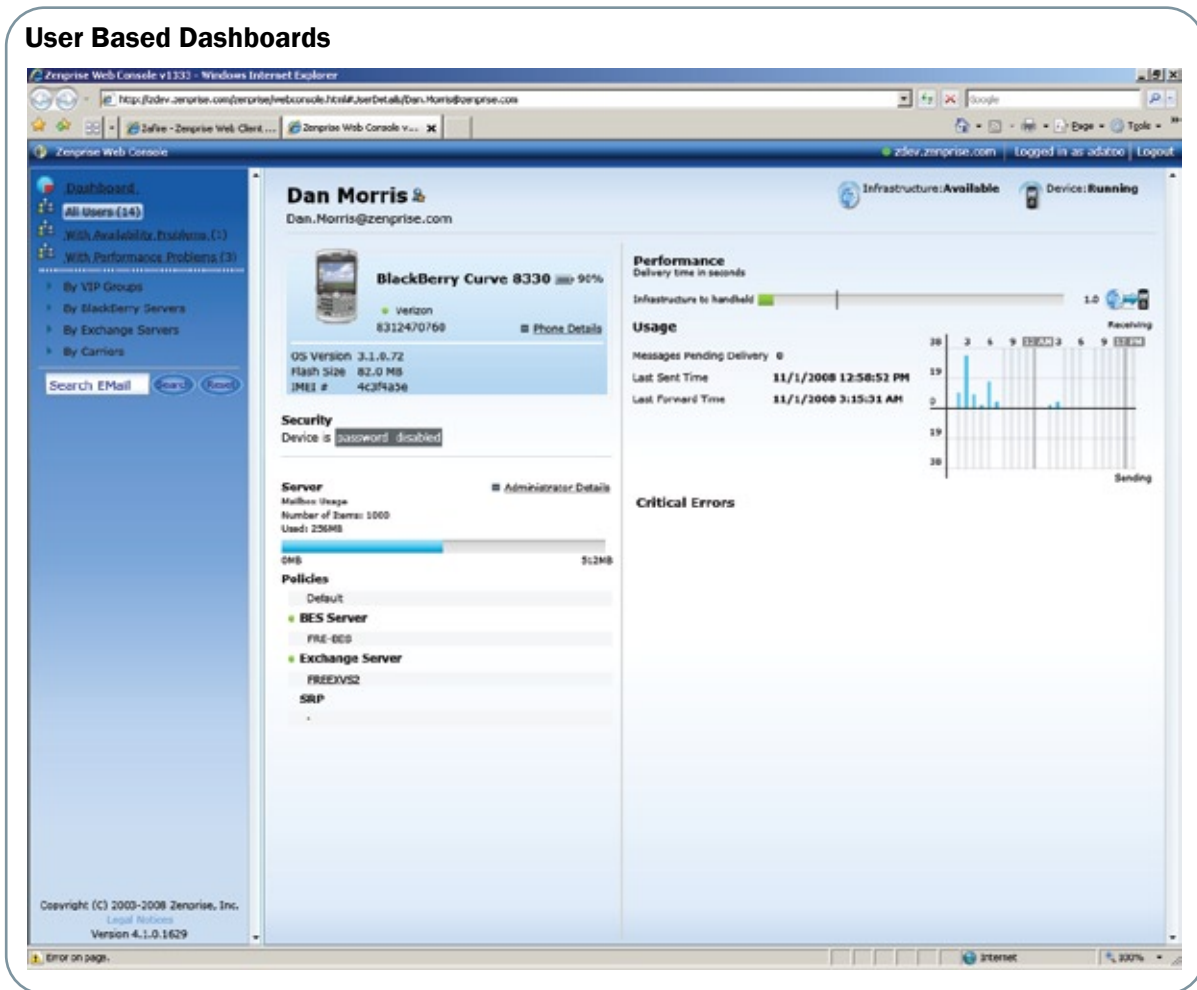
### **Real Time Service Level Dashboards**



IT receives proactive notifications for any user specific performance or availability issues. For example, administrators receive notifications for unusually slow mail delivery, third party carrier issues impacting critical users (e.g., Cingular, Rogers, RIM, etc.), mail synchronization problems, to name just a few.

Administrators or help desk operators can additionally drill down into device or user problems that invariably impact service availability or performance. Help desk personnel can proactively view whether a user is in coverage/ out of coverage, whether a user is close to or has exceeded their mail quota, if the user's password has expired, whether the memory on the user's device is full, even if the user's activation failed because they inadvertently entered in the wrong activation password.

## User Based Dashboards



## What Makes Us Different? ZenPro Automation

ZenPro automates IT Support knowledge, creating automated diagnostic tasks & resolutions to common mobile service issues.

How does it work? Traditional IT support documents (e.g., vendor knowledge base articles, internally created support documentation, knowledge from community forums) are translated into detailed step by step process workflows. Each step in the workflow represents a diagnostic task to perform. ZenPro automates each step in the workflow, creating automated diagnostic tasks to investigate mobile user & infrastructure issues.

Zenprise ships with thousands of workflows embedded directly in the product. All of this embedded knowledge is equivalent to having 100 of the smartest mobile experts in a box.



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