



XEOX MAIN FEATURES

Asset Management/CMDB

The Configuration Management Database (CMDB) is a virtual database that can be used to retrieve all configuration information, its relationships and history. The CMDB is an important feature of remote support software because it allows your support teams to find information about specific devices to better manage or repair them remotely. With this feature in your remote support software, you now have a central location for all the important data you need for your remote management and monitoring. This gives your support teams more control over your organization's IT infrastructure.

XEOX's Configuration Management Database (CMDB) allows you to retrieve and manage configuration items such as server, Desktops, phone, network component or computer. With XEOX you have two options to store devices. Either you install an agent or you add a device manually. If you later decide to install an agent on the manually added device, you can detect required and/or available updates. With XEOX, you only pay \$1 for the devices that have an agent installed, there is no fee for the manually added devices without an agent.

Task Automation

XEOX's Task Automation covers 3 major areas which are Patch Management, Scripting and Software Rollout.

XEOX **Patch Management** is an administrator's control over operating system, platform or application updates. It includes identifying system features that can be improved or corrected, creating those improvements or fixes, releasing the update package, and verifying the installation of those updates.

XEOX's comprehensive patch management automation software saves time and improves patch compliance. With XEOX, you have full control over patching processes for the enterprise, site and all devices. Minimize your time by using automated scanning and patching capabilities and keep your endpoints secure.

XEOX fills the gaps in the Microsoft operating system by constantly checking for missing patches. This is important, because without these patches you run the risk of losing the security of your devices and becoming more vulnerable to hacker attacks. If you use XEOX, this risk can be minimized.



Scripts are a powerful tool for additional automation and optimization of work tasks.

You can run scripts manually for individual devices or schedule them for individual profiles and tasks as part of IT automation. Not only can you create and upload your own scripts, but you can also benefit from the experience of others by using Wulninstall's large script library.

XEOX supports a variety of formats such as:

- PowerShell (*.ps1)
- Batch (*.bat)

Software rollout is the process of publishing and distributing software products to the corresponding customers. In this process, the software product is distributed to the customers with the help of XEOX software rollout. To do this, XEOX must first be put into the correct format. This process is called packaging or packaging. This type of software rollout is also called software distribution.

Reports and Analytics

Reporting is a crucial aspect of IT management - either for end users, business customers or your own team. With XEOX, you can create detailed reports - exactly the way you need them, with a simple but powerful reporting tool. It is a proactive approach to remote support and management. By incorporating reporting and analytics into IT management, organizations can ensure that their remote processes run smoothly. Powerful IT reports help a company identify common issues and potential weaknesses in its current IT infrastructure. Using this data, businesses can then develop and implement IT strategies to address these issues.

These remote support programs provide data analysis tools that can help gain valuable insight into your assets and hardware inventory. This feature also allows support teams to receive detailed reports:

- Network health and performance
- Alerts and active issues
- Patch status
- Task history

You can view any action performed in XEOX. XEOX keeps a comprehensive list of all activities performed by technicians, administrators or with XEOX automations. This list



can be easily searched and they can retrieve all activity details. You can see exactly what was done, by whom and on which devices, among other things. Activity tracking gives you a complete overview of what your technicians and RMM are doing for you.

Secure remote access

Remote access to XEOX can be realized with various tools. This is possible with TeamViewer, MSRA or the own XEOX remote access variant.

With the user-friendly integrations of XEOX, you can establish a remote connection to any of your computers with just one click. With the different integrations and in combination with XEOX you always get the ideal solution and can easily adapt to the needs of your customers. XEOX supports both guarded and unattended access. With our solutions, you can take control of endpoints remotely, no matter where you are working. You don't have to switch back and forth between different applications when remotely accessing your endpoint users. Whether it's automation, task execution, job creation, etc., anything is possible with the use of XEOX & the selected integraton.

