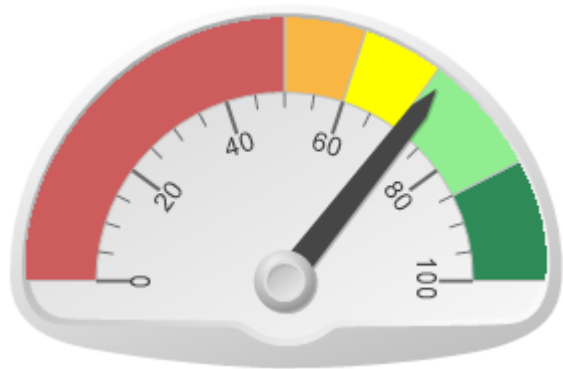


Executive Summary Report

Report Period: 03/01/2018 - 03/14/2018

Customer(s): DEMO

Overall Score



71%

Previous: 58%

	Current Score	Previous Score
<i>Asset Management</i>		
Devices Under Management	43.40%	95.00%
Server and Network Warranty	N/A	N/A
Workstation, Laptop and Mobile Warranty	63.64%	41.18%
<i>Security Monitoring</i>		
Antivirus	85.71%	9.52%
Windows Patching	84.62%	38.46%
Third Party Patching	100.00%	46.15%
Data Protection	N/A	N/A
Business Service Availability	97.52%	97.03%
Network Reliability	66.67%	90.84%
<i>Performance</i>		
Servers	100.00%	100.00%
Ticket Summary	0.00%	0.00%

Asset Management

Devices Under Management

When devices are under management, they are being proactively monitored and managed on your behalf. Below is a breakdown of device classes currently being managed compared to the total devices discovered in your environment along with any changes during this reporting period.

Because this section failed to meet our expectations, further details have been automatically added to the report.



Device Classes	Managed	Added / Removed
Other	5% (1/21)	-19
Printer	100% (4/4)	
Servers - Linux	0% (0/9)	-8
Storage	100% (1/1)	
Switch/Router	100% (3/3)	
Windows Laptop	100% (11/11)	-7
Windows Server	100% (3/3)	
Windows Workstation	0% (0/1)	
Total	43% (23/53)	-34

Score

43%

Previous: 95%

Workstation, Laptop and Mobile Warranty

It is important to have valid warranties for your desktop systems to maintain access to expedited resolutions and repair components. Below is the current status of the warranty on your workstations and laptops.



Device Warranty Status	Percentage
Valid warranties (90+ days until expiry)	55% (6/11)
Warranties that will expire soon (within 90 days)	9% (1/11)
Expired warranties	36% (4/11)
Total	64% (7/11)

Score

64%

Previous: 41%

Security Monitoring

Antivirus

Devices connected to the network without up-to-date antivirus protection are vulnerable to attack and pose a potential security risk. Below is an overview of your antivirus coverage and whether their definitions are current.



Device Class	Installed	Current
Windows Laptop	91% (10/11)	82% (9/11)
Windows Server	100% (3/3)	100% (3/3)
Total	93% (13/14)	86% (12/14)

Score

86%

Previous: 10%

Windows Patching

Windows devices connected to the network without up-to-date Windows patches pose a potential security risk. Below is a summary of Windows patch management coverage and whether the devices are up-to-date.



Device Class	Managed	Current
Windows Laptop	91% (10/11)	80% (8/10)
Windows Server	100% (3/3)	100% (3/3)
Total	93% (13/14)	85% (11/13)

Score

85%

Previous: 38%

Third Party Patching

Third party patches address known problems and security issues with non-Microsoft applications. Below is a summary of third party patch management coverage and whether the devices are up-to-date.



Device Class	Managed	Current
Windows Laptop	91% (10/11)	100% (10/10)
Windows Server	100% (3/3)	100% (3/3)
Total	93% (13/14)	100% (13/13)

Score

100%

Previous: 46%

Business Service Availability

Downtime of business services can translate into lost revenue or productivity. Below is a representation of the uptime of critical applications in your environment such as your website or corporate email.



Service	Availability
Agent Status (in seconds)	100.00%
AV Defender Status	96.35%
Clock Drift	100.00%
Connectivity	84.76%
CPU	100.00%

Score

98%

Previous: 97%

Disk	100.00%
Generic SQL Server	100.00%
Memory	100.00%
Patch Status	99.35%
Printer Conf Changes	90.72%
Printer Cover Status	60.44%
Printer Toner Level	68.04%
SMART Status	81.03%
SQL Database Information (WMI)	100.00%
SQL Memory Manager (WMI)	100.00%
SQL Server	100.00%
SQL Server - Buffer Manager	100.00%
SQL Server Locks (WMI)	100.00%
SQL TCP Availability	100.00%
SQL Transaction Information	99.95%
System Warranty	98.67%
Windows Action Center Status	99.87%
Windows Firewall Profiles	99.99%
Windows Firewall Status	100.00%
Windows Service	100.00%
Windows UAC Status	99.00%
Overall Availability	98.45%

Network Reliability

Downtime of server and network infrastructure can affect your ability to do business. Below is a representation of the uptime of critical hardware in your environment such as firewalls, routers and key servers.



Device Class	Availability
Windows Server	66.67%
Overall Availability	66.67%

Score

67%

Previous: 91%

Performance

Servers

Servers reaching or exceeding capacity can impact its ability to respond to your requests in a timely manner. Below is a review of the server infrastructure based on its average resource consumption in the reporting period.



Status	Percentage
Servers within capacity	0% (0/3)
Servers reaching capacity	100% (3/3)
Servers exceeding capacity	0% (0/3)

Score

100%

Previous: 100%

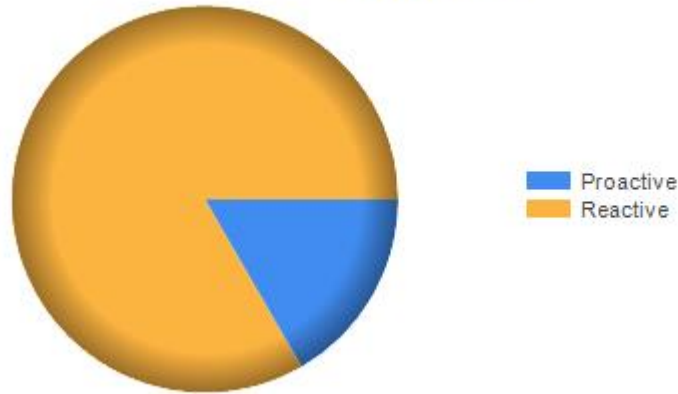
Ticket Summary

This section shows you a summary of tickets created over the reporting period. It includes those created by your Managed Service Provider (Proactive) and those initiated by your organization (Reactive).

Because this section failed to meet our expectations, further details have been automatically added to the report.

Work

Ticket Source



Ticket Type	Count
Proactive	2
Reactive	10

Top Users Assigned Tickets

Contact Name	# of Tickets
Manager	3
Consultant	2
User	1
Trainee	1
Teamleader	1

Top Devices Associated with Tickets

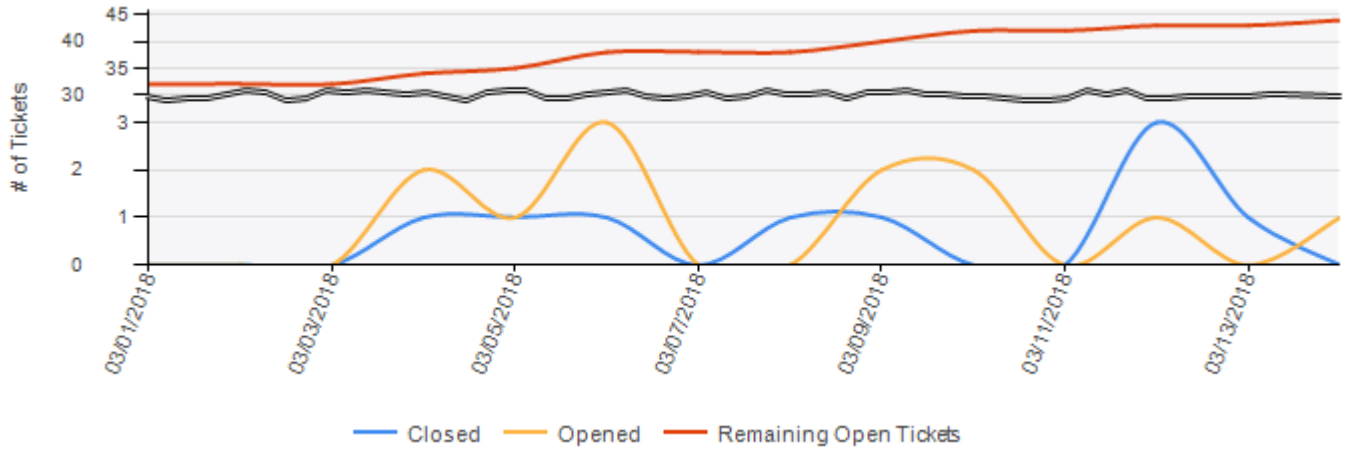
No Data Available

Ticket Issue Breakdown (Closed Tickets Only)

Issue	Sub-Issue	Lav	Normal	Total
Servicedesk	Unspecified	2	7	9
Total		2	7	9

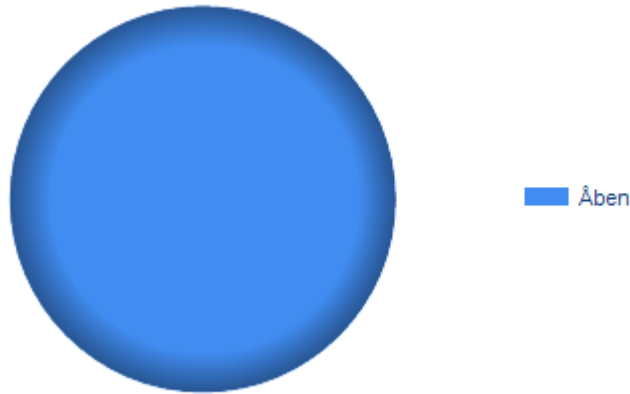
Current Status

Opened vs. Closed



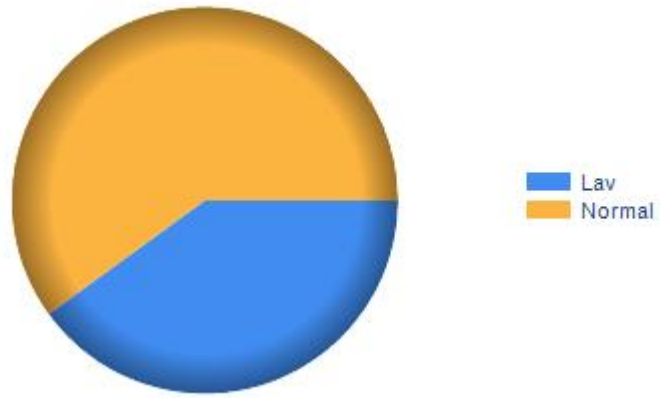
Ticket Status	Count
Total closed during report period	9
Total opened during report period	12
All remaining open tickets	44

Open Ticket Status



Ticket Status	Count	Percentage
Åben	5	100.00%

Open Ticket Priority



Ticket Priority	Count	Percentage
Lav	2	40.00%
Normal	3	60.00%