



Easy, Affordable Hosted IT Solutions

*Loris Angeloni
GFI MAX Sales Manager*



Overview di GFI Software™

Organization

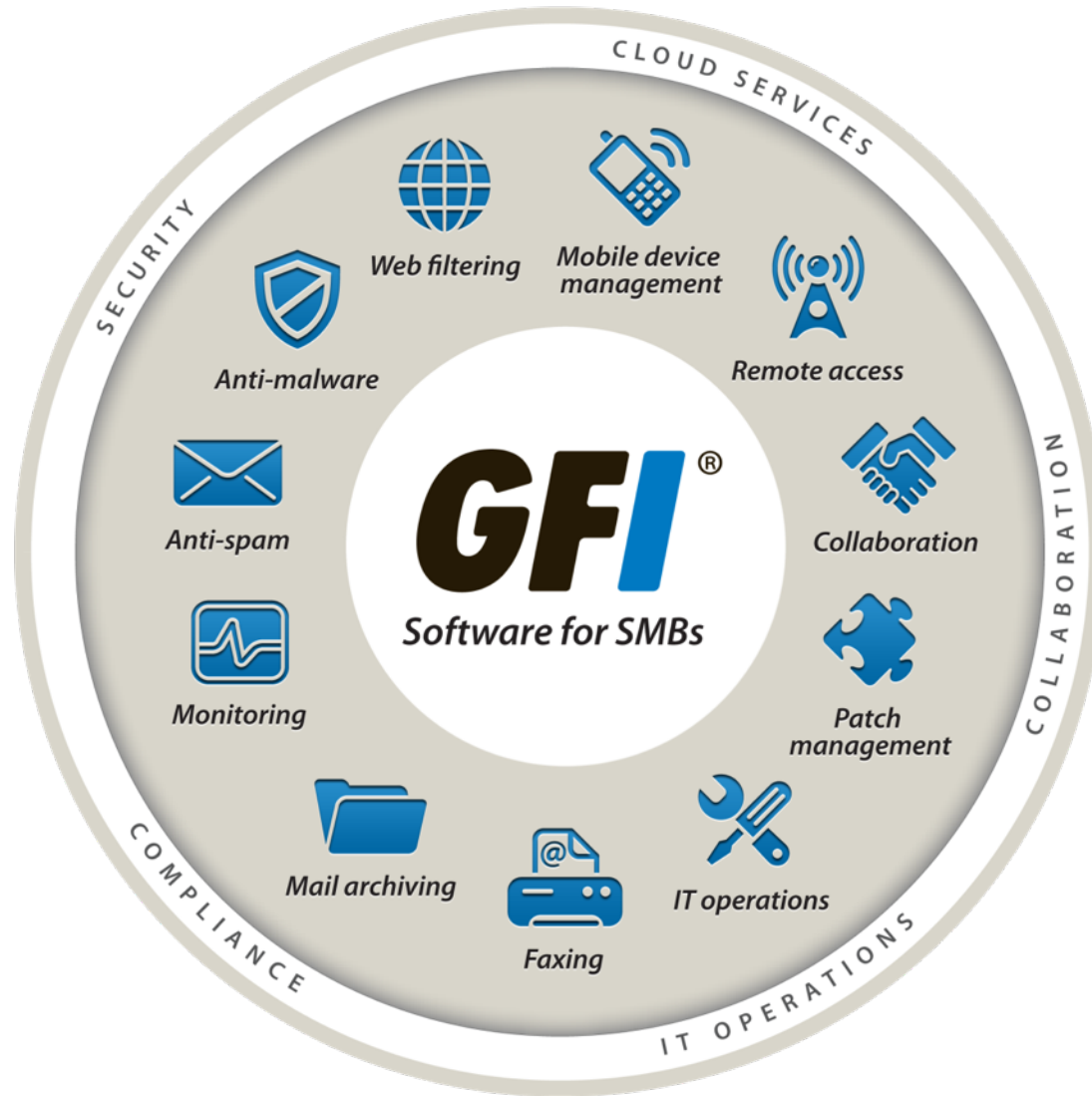
- » Founded in 1992
- » Major offices in Florida (USA), Malta, Stuttgart (Germany) and the UK
- » Seasoned management team with deep roots in IT management and security

Business Focus

- » Leading software supplier to small- and medium-sized businesses (SMBs)
- » Several product lines provide comprehensive market offering
- » Multiple platforms and delivery methods (SaaS/cloud, client/server, desktop)
- » Products purpose built for the SMB market

Customers & Partners

- » Hundreds of thousands of end-user SMB customers, thousands of worldwide VARs/MSPs, strong base of OEM customers
- » Loyal customer base
- » Market validation from large numbers of customers, key OEM relationships with leading technology companies and numerous industry awards and accolades





Easy, Affordable Hosted IT Solutions

Remote monitoring and management

GFI MAX RemoteManagementTM

The easy, affordable system for IT support and managed service providers

- » Servers, workstations, mobile devices and network monitoring and management
- » Integrated remote access, patch management, antivirus capability ecc...
- » Platform for delivery of integrated solution set to MSP customers



Hosted email security, business continuity and archive services

GFI MAX MailTM

Easy, affordable hosted email solutions

- » Hosted email security service
- » Hosted email archive



Hosted Backup service

GFI MAX BackupTM

- » Ultra-fast, secure, hosted backup and recovery for MSPs and IT Support companies
- » Military-grade protection for customer data - up to 448 Blowfish
- » Fully hosted or software-only versions



Help Desk

GFI MAX ServiceDeskTM

- » The ideal platform for managing multiple systems for multiple clients
- » Fully integrated in GFI MAX RemoteManagement
- » Completely web-based



GFI MAX RemoteManagement™

The easy, affordable system for IT support and managed service providers

GFI MAX RemoteManagementTM

The easy, affordable system for IT support and managed service providers



Completezza senza complessità

Realizziamo prodotti facili da usare (come testimoniate), ma non cadete in errore: semplice non significa semplicistico: completeremo il percorso insieme.



Sosteniamo la crescita della vostra azienda

Non ci consideriamo come semplici fornitori di software. Siamo qui per sostenere l'aumento dei vostri ricavi e la crescita della vostra azienda.



Completamente funzionante in appena 10 minuti

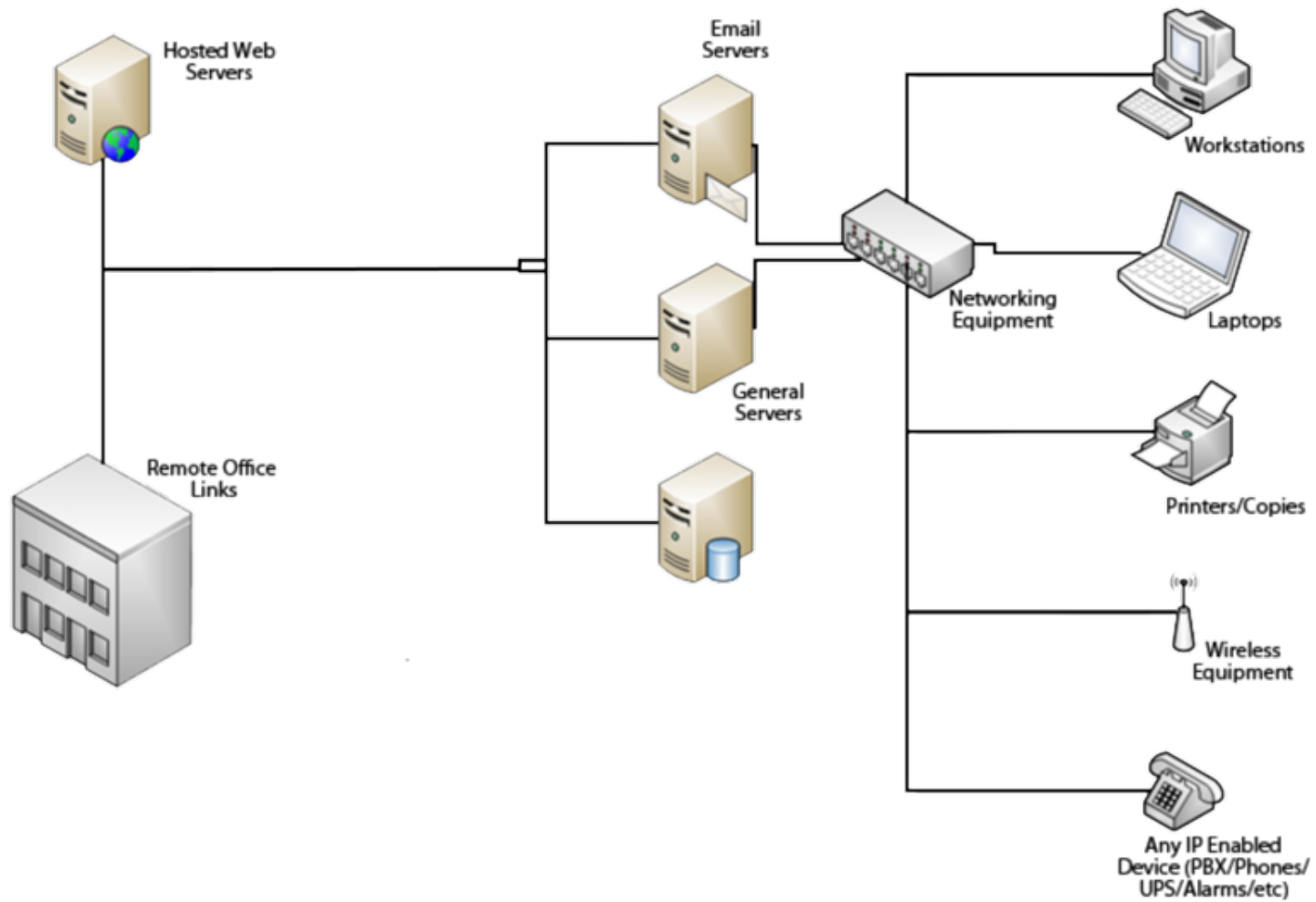
Per rendere MAX completamente operativo servono appena 10 minuti, pertanto potrete apprezzare la piena potenza di MAX in un tempo inferiore a quello necessario a installare altri prodotti.



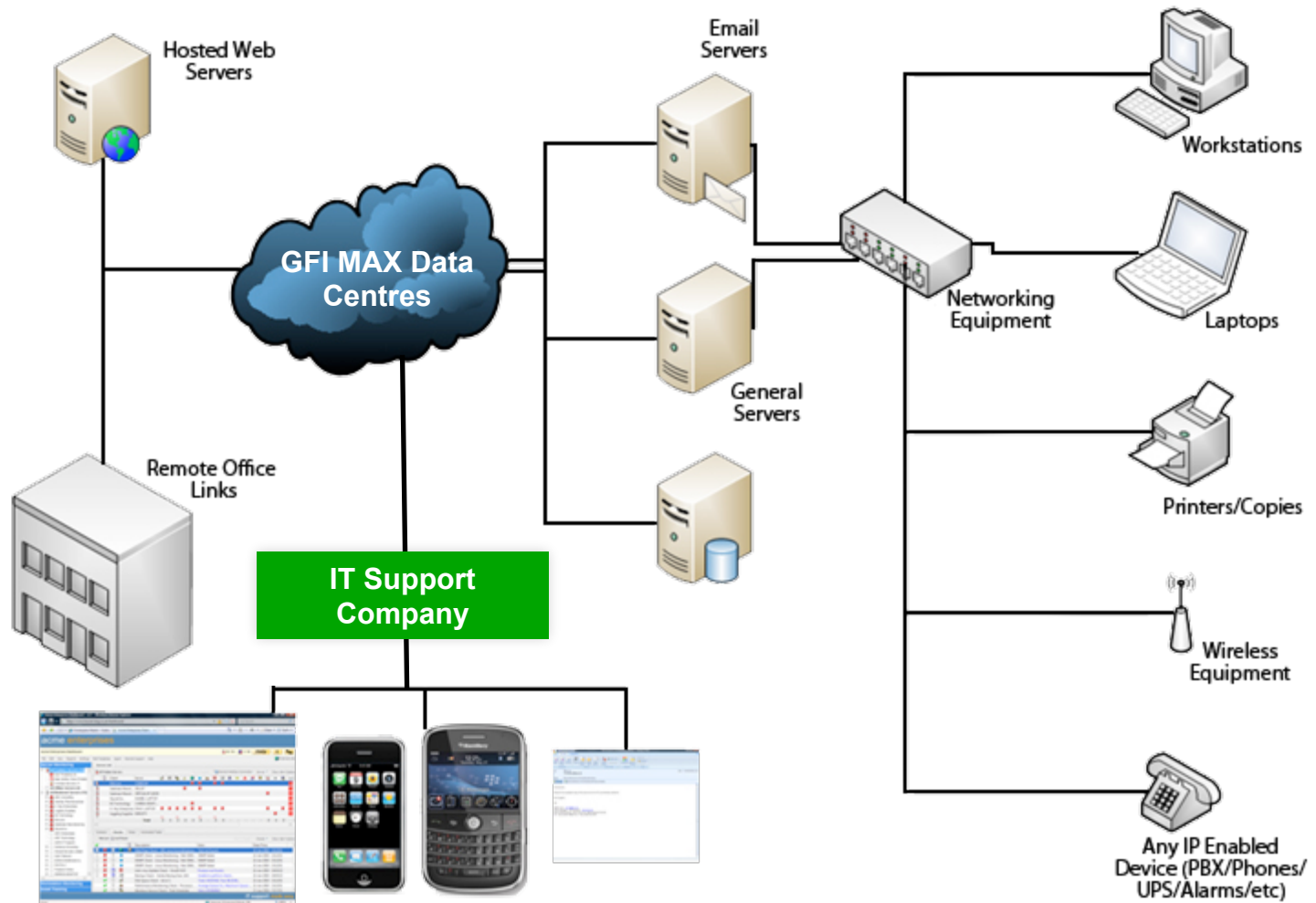
Pagate in base all'uso. Senza vincoli

Non vi addebiteremo nulla per le funzionalità che non usate. Siamo stati i primi a pensare a questa formula, fin dagli inizi.

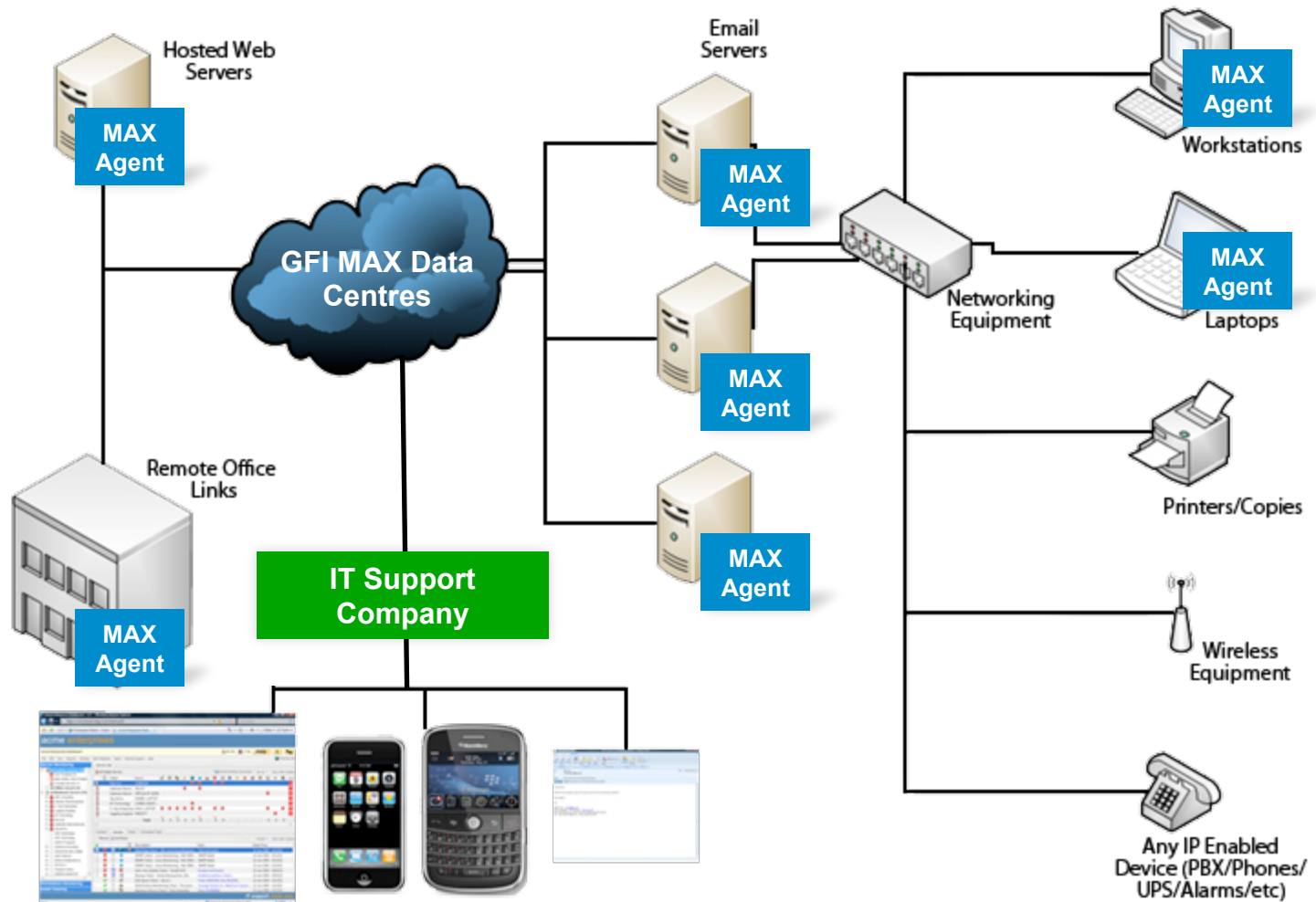
Come funziona



Come funziona

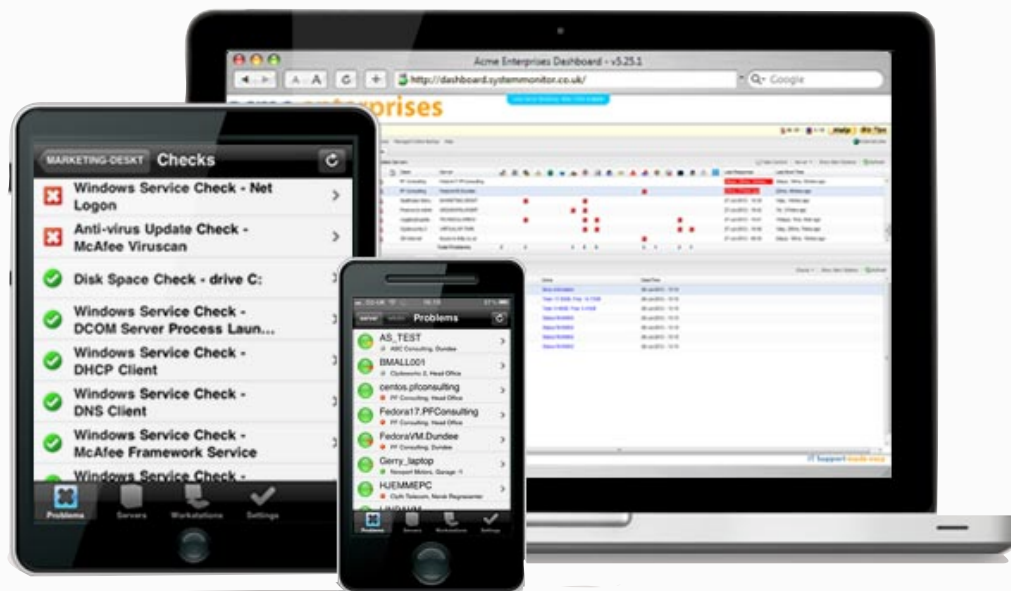


Monitoraggio proattivo di Server e Workstations



Molto di più del semplice monitoraggio

13



-  Monitoraggio preventivo remoto
-  Accesso e supporto remoti
-  Gestione preventiva automatizzata
-  Monitoraggio delle workstation
-  Backup in linea gestito
-  Tracciabilità e gestione delle risorse
-  Integration (including PSA)
-  Allarmi e visualizzazione
-  Gestione delle patch
-  Antivirus gestito
-  Creazione di rapporti sui sistemi
-  Servizi Preconfezionati
-  ServiceDesk
-  Mobile Device Management



Strumento nella Barra delle Applicazioni di Windows - Gratuita per i partner GFI MAX



Remote Background Management - Riga di comando remota, Gestione servizi e Gestione Processi



Mobile Device Management - disponibile per Android e iOS



Applicazione per iPad - Integrazione con Teamviewer

 **AppCommand**TM

Take charge of your cloud services
All-in-one management, control and analysis

Take charge of your cloud services
All-in-one management, control and analysis

AppCommand™ BETA

Feedback Dashboard Activity Log

Organization & Users

Search the current page

Organization Tree

User Organization

- Office Only NO Toug
- Test Org
- Sales
- Marketing
- Jack Silve
- Walter White

Licenses

7 - active
1 - suspended

25 records per page

Name	State	Actions
Botterson McBooby	active	
Dreyson Mahon	active	

User Management

Showing 1 to 8 of 8 entries

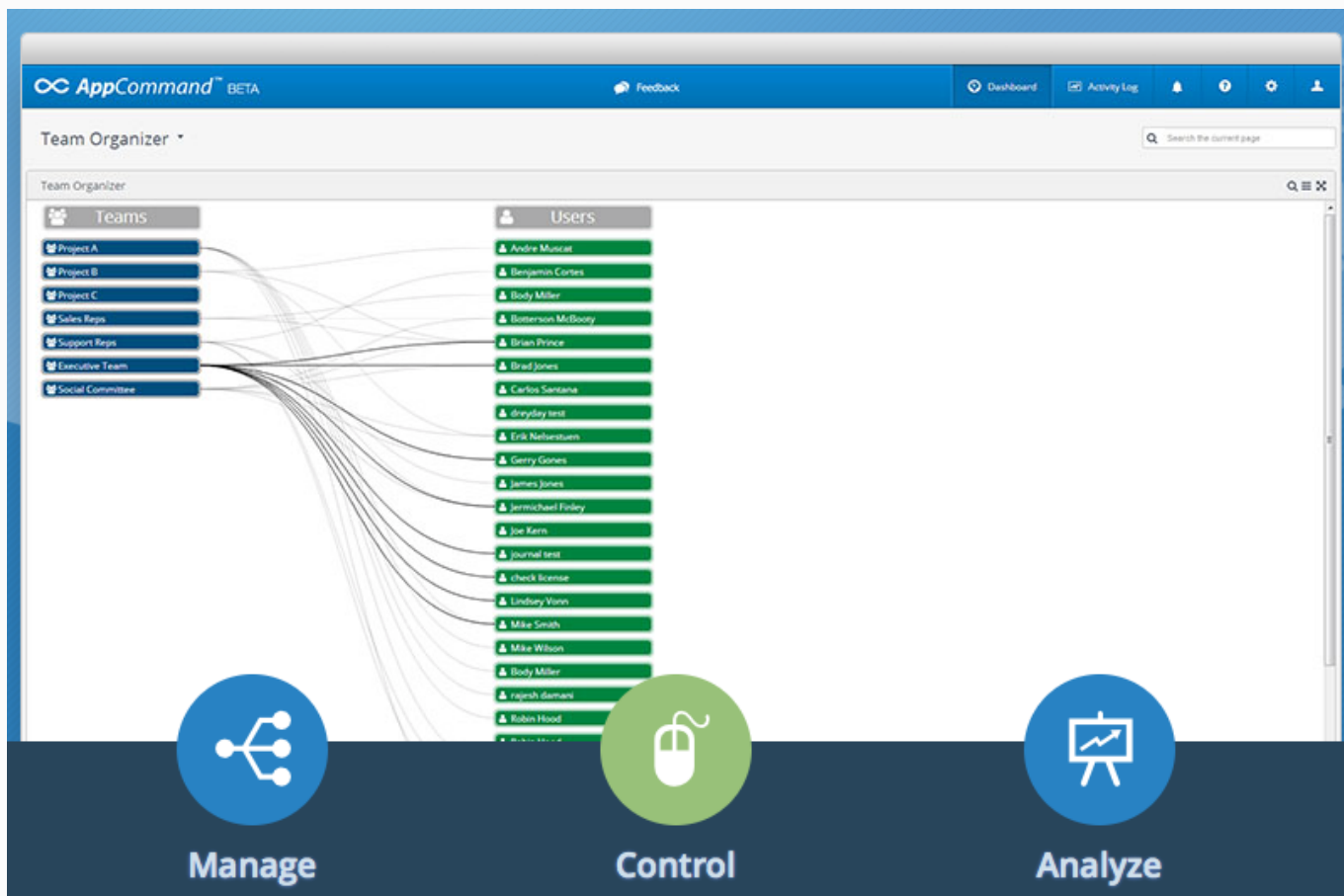
Firstname	Lastname	Admin	Last Login	Country	Validation Status	Username	External Mail Allowed	Fwd Status	Licensed	Password Exp	Suspended	Type	Usage Location	Phone No.
Botterson	McBooby				Healthy	Botterson@glarc.onmicrosoft.com	true	External	true	true	false	user	US	
Dreyson	Mahon			USA	Healthy	Drey@glarc.onmicrosoft.com	true		false	true	false	user	US	Thing
Jack	Silve			USA	Healthy	pony@glarc.onmicrosoft.com	true		true	true	true	user	US	555-555-5555
Jake	Wilson			US	Healthy	office@glarc.onmicrosoft.com			false	true	false	user	US	
Jane	Wallace				Healthy	JWallace@glarc.onmicrosoft.com			false	false	false	user		
Poppy	Lomet				Healthy	Poppy@glarc.onmicrosoft.com			false	false	false	user		
Steve	Boring				Healthy	steve@glarc.onmicrosoft.com		External	true			user		Not a real thing

Manage

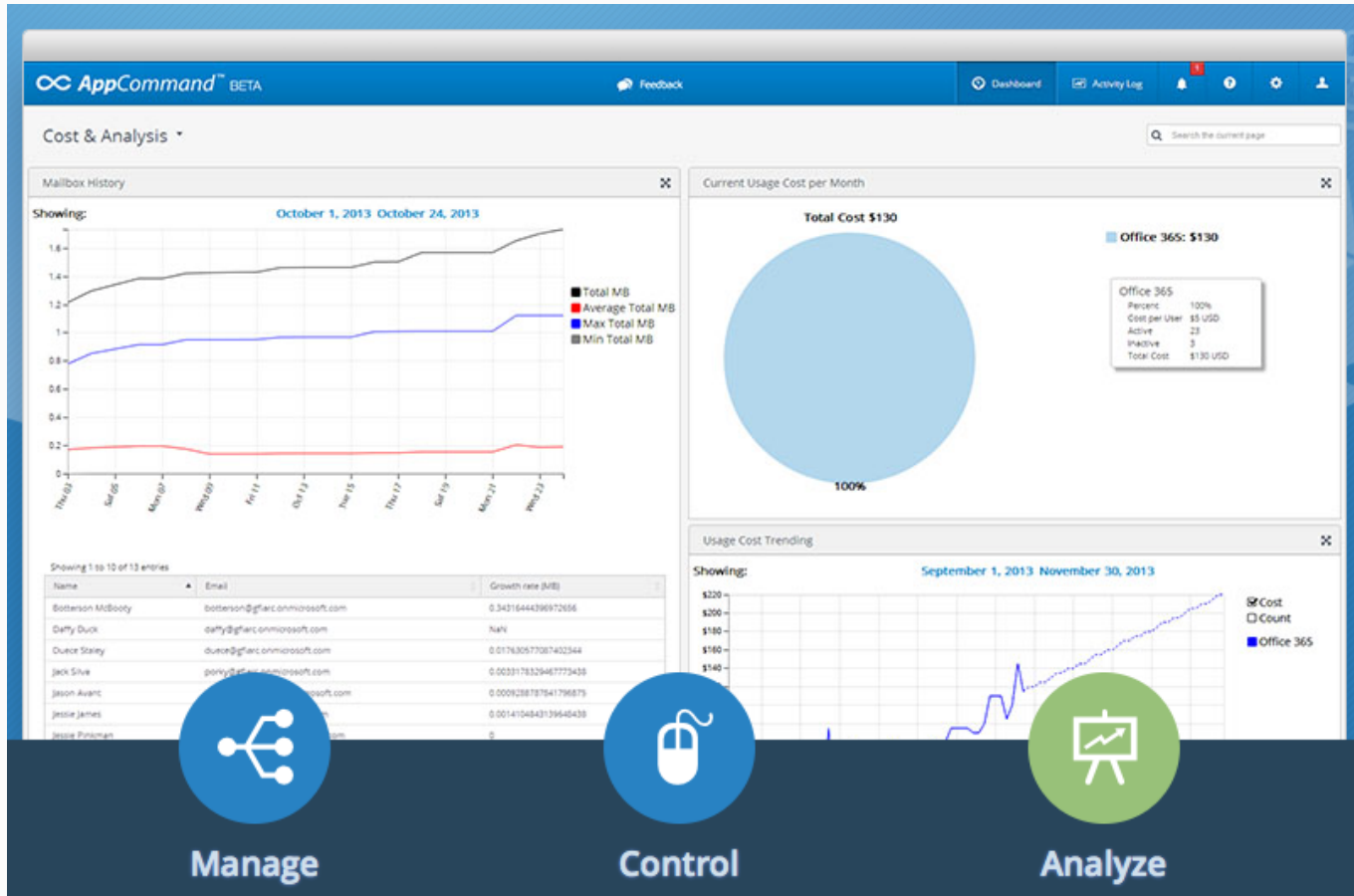
Control

Analyze

Take charge of your cloud services
All-in-one management, control and analysis



Take charge of your cloud services
All-in-one management, control and analysis



Take charge of your cloud services
All-in-one management, control and analysis

The screenshot displays the AppCommand web interface. The top navigation bar includes menus for File, Edit, View, Reports, Settings, Mail Templates, Agent, Remote Access, Managed Online Backup, External Links, and Help. The status bar on the right shows 6 / 29 and 25 / 189 9.

The left sidebar, titled 'Monitoring and Management', contains a tree view of clients. The main content area is divided into tabs: Servers, Workstations, Mobile Devices, and Services. The 'Services' tab is active, showing a table with columns for Client, Last updated, and a status bar. The table lists 'Acme International' with a status of 10 and a last update of 13-Feb-2014.

Below the table, the 'Organisation' tab is active, displaying an 'Organization Tree'. The tree shows a hierarchy of users and organizations. A search bar is located at the top right of the tree view. Context menus are visible over several nodes, offering actions like 'Add User', 'Add Organization', 'Delete Organization', 'Edit Organization', 'Delete User', 'Edit User', and 'Move this User'.

Take charge of your cloud services
All-in-one management, control and analysis

The screenshot displays the AppCommand web interface. At the top, there is a menu bar with options like File, Edit, View, Reports, Settings, Mail Templates, Agent, Remote Access, Managed Online Backup, External Links, and Help. Below the menu bar, there are tabs for Servers, Workstations, Mobile Devices, and Services. The 'Services' tab is active, showing a table of clients. The table has columns for Client, a status bar with icons, and Last updated. The first row shows 'Acme International' with a status of 10 and 1, and a last updated date of 13-Feb-2014. Below the table, there is a 'Team Organizer' section. It has a search bar and two main sections: 'Teams' and 'Members'. The 'Teams' section shows a list of teams: Support, Finance, HR, Invoices, and Marketing. The 'Members' section shows a list of members: Mark Moe, Alan Smithee, Quintin Qoe, and Xerxes Xoe. There is also an 'Add User' and 'Add Team' button. At the bottom of the interface, there is a row of user avatars: Mark Moe, William Woe, Quintin Qoe, Alan Smithee, Richa kate, R Nedaberu, Nemanash, and Ruby shah.

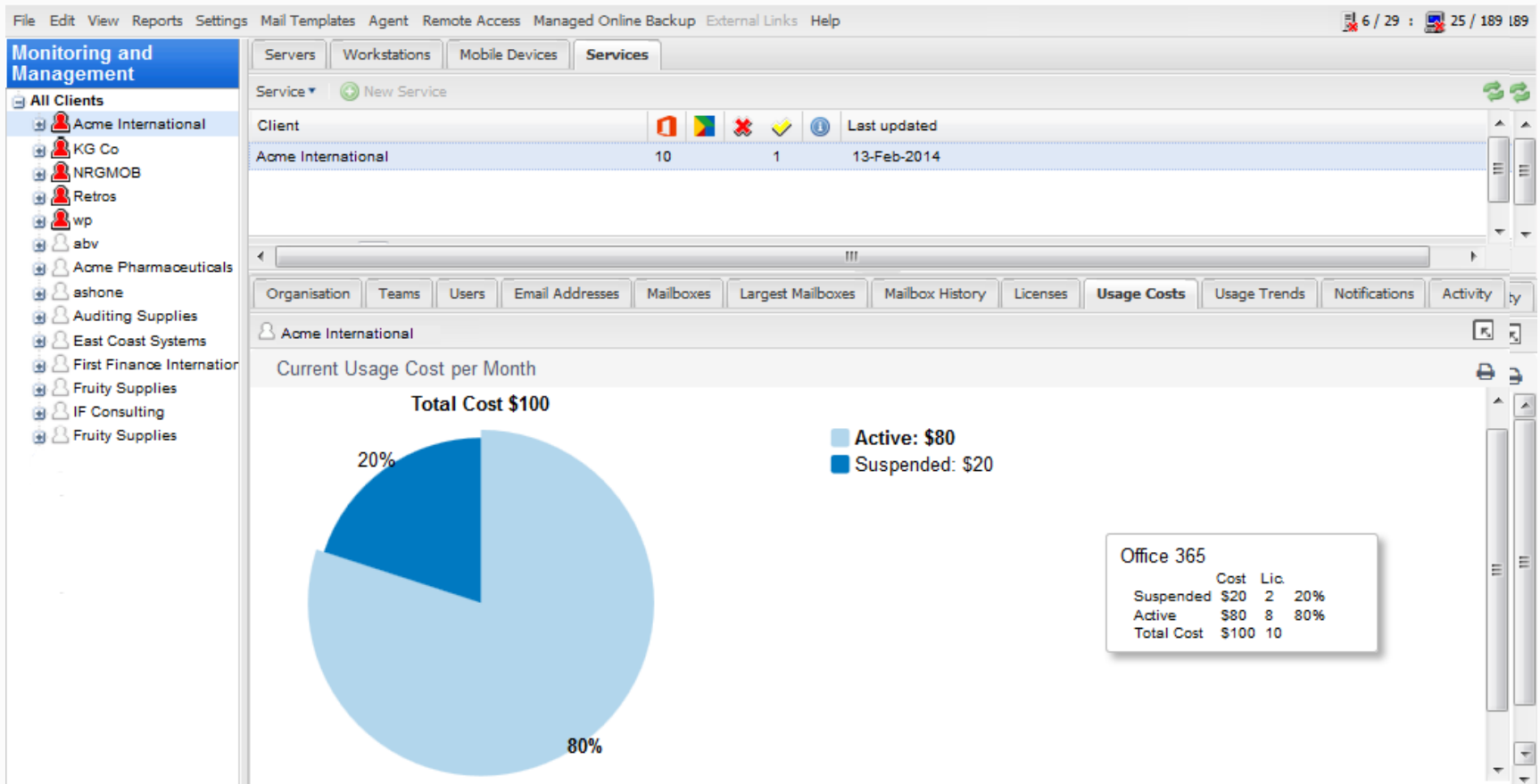
Take charge of your cloud services
All-in-one management, control and analysis

The screenshot displays the AppCommand Mail Manager interface. The top menu bar includes File, Edit, View, Reports, Settings, Mail Templates, Agent, Remote Access, Managed Online Backup, External Links, and Help. The left sidebar shows a tree view under 'Monitoring and Management' with 'All Clients' expanded, listing various clients like 'Acme International', 'KG Co', 'NRGMOB', etc. The main window has tabs for Servers, Workstations, Mobile Devices, and Services. The 'Services' tab is active, showing a table of clients with columns for Client, icons, and Last updated. Below this, there are tabs for Organisation, Teams, Users, Email Addresses, Mailboxes, Largest Mailboxes, Mailbox History, Licenses, Usage Costs, Usage Trends, Notifications, and Activity. The 'Mailboxes' tab is selected, showing a 'Mail Manager' view with a grid of mailboxes. A 'Mail Manager Configuration' dialog is open, showing a 'Display Level' dropdown set to 4. The dialog has a 'CLOSE' button.

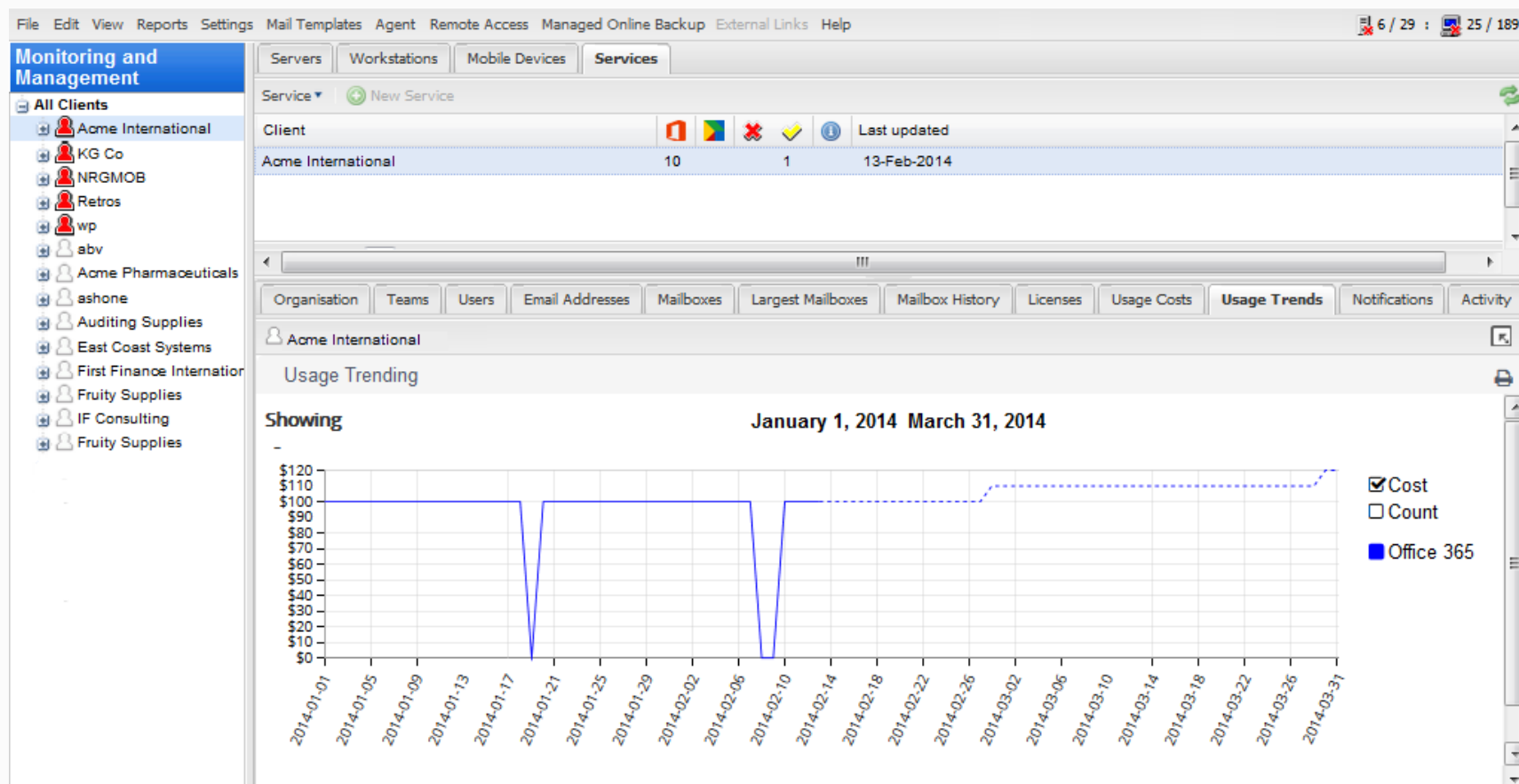
Client	Icons	Last updated
Acme International	10, 1	13-Feb-2014

Mailbox	Owner
John Doe	Ralph Ro
Larry Loe	Test
Mark Moe	William Woe
Quintin Qoe	Test12Org
Alam Smithee	Richa kate
R Nedaberu	Nemanash
Ruby	Ruberu
Ruby shah	

Take charge of your cloud services
All-in-one management, control and analysis



Take charge of your cloud services
All-in-one management, control and analysis

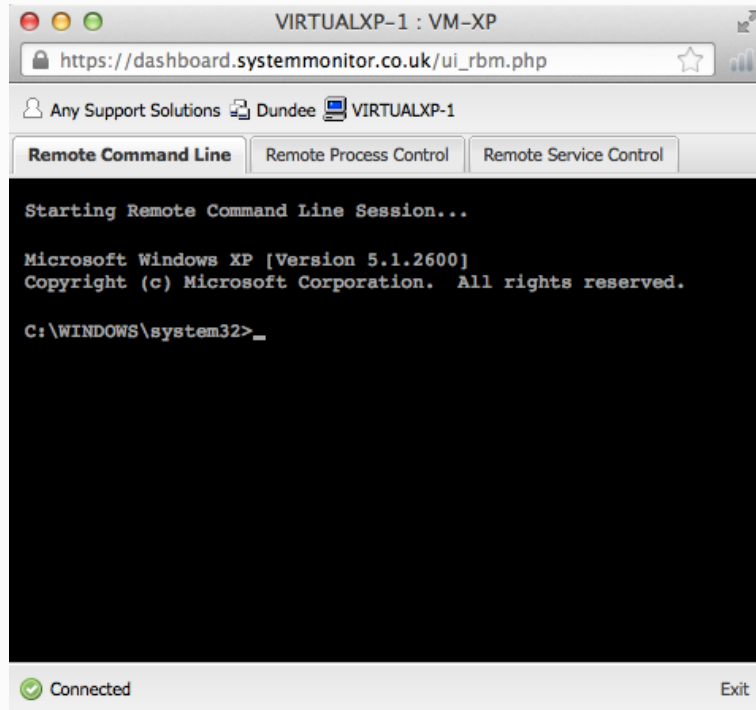




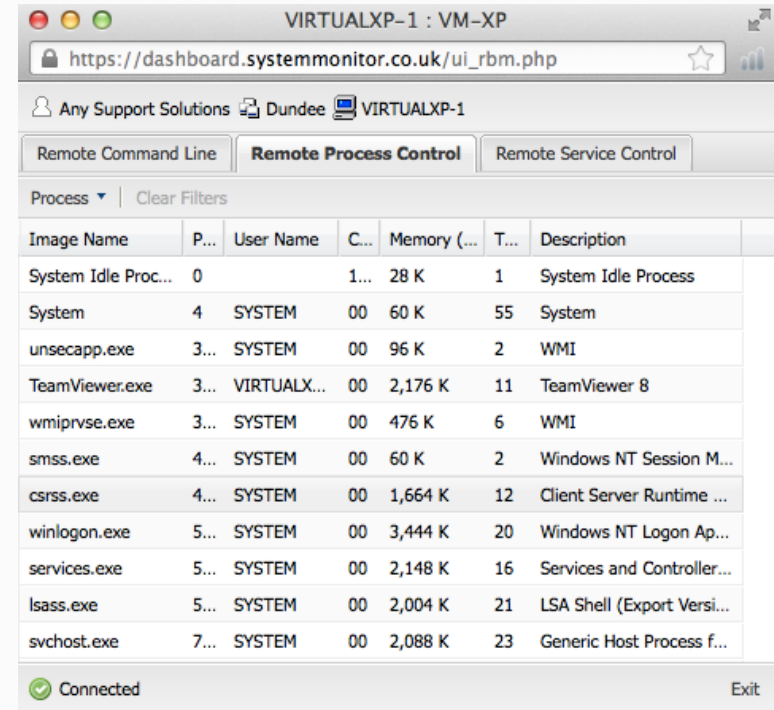
Remote Background Management

24

Riga di Comando



Gestione Processi





Remote Background Management

Gestione Servizi

Brian test brian test site UKDUMXMNLWBMAC

Remote Command Line Remote Process Control **Remote Service Control**

Service ▾ Clear Filters

Adobe Flash Player Update Service

[Start](#) the service

Description:
This service keeps your Adobe Flash Player installation up to date with the latest enhancements and security fixes.

Name	Status	Startup Type	Log On As
ActiveX Installer (AxInstSV)		Manual	Local System
Adaptive Brightness		Manual (Trigger Start)	Local Service
Adobe Acrobat Update Service	Running	Automatic	Local System
Adobe Flash Player Update Service			
Advanced Monitoring Agent	Running		
Apple Mobile Device	Running		
Application Experience	Running		
Application Identity			
Application Information			
Application Layer Gateway Service			
Application Management	Running		
ASP.NET State Service			
Audio Service	Running		
Background Intelligent Transfer Service	Running		
Base Filtering Engine	Running		

Start
Stop
Pause
Resume
Restart
Add Service Check
Service Details
Search ▶

Service Details - Advanced Monitoring Agent

General Dependencies

Service name: Advanced Monitoring Agent

Display name: Advanced Monitoring Agent

Description:

Path: "C:\Program Files (x86)\Advanced Monitoring Agent\winagent.exe"

Startup type: Automatic

Service status: Running

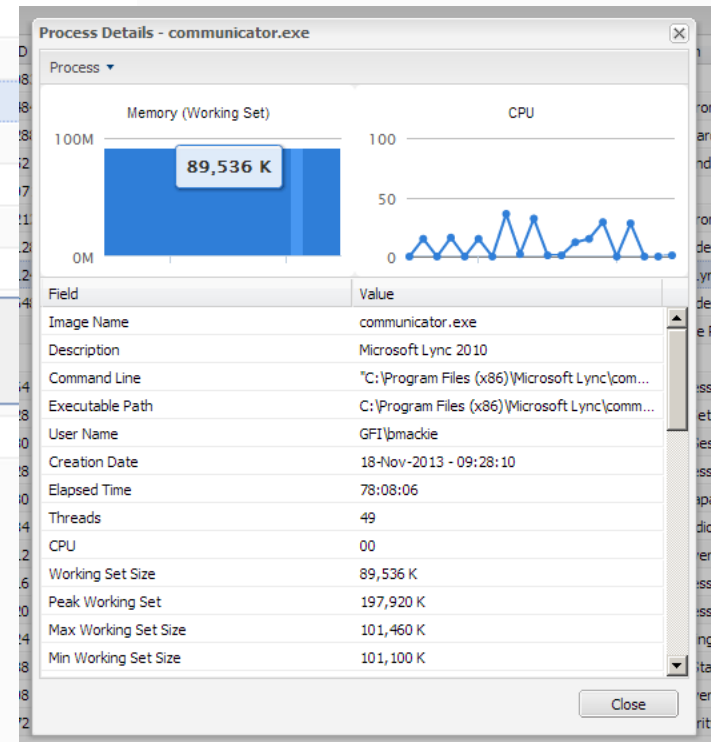
Start Stop Pause Resume

OK Cancel Apply



Remote Background Management

Remote Process Control					
Remote Service Control					
	PID	User Name	CPU	Memory (Working Set)	Threads
	10836	GFI\bmackie	99	98,072 K	
	3484	GFI\bmackie	04	93,928 K	
	10716	SYSTEM	04	40,696 K	
	652	SYSTEM		44 K	
	7288	SYSTEM		68 K	
	3128	NETWORK SERVI		84 K	
	5648	LOCAL SERVICE		4 K	
	0				
	4	SYSTEM			
	164	LOCAL SERVICE			
	228	GFI\bmackie	00	17,240 K	





Mobile Device Management

» MDM è una nuova funzionalità di GFI MAX che fornisce:

- Basic device information, gratuito
- Dispositivi di proprietà dell'utente (BYOD), costo €0.75:
 - Sicurezza – Locate (Android), Remote Lock, Remote Wipe
 - Basic setup dei dispositivi iOS (WiFi e Email Setup)
- Per dispositivi di proprietà dell'azienda, costo €1.50:
 - > Tutto quanto indicato sopra, più...
 - > Setup avanzato di iOS (passcode management, VPN, device restrictions)
 - > Informazioni estese di utilizzo (SMS Logs, Call Logs, Data Usage) su Android
 - > Applicazioni installate
- Beta1 supporta Android 2.2+, Beta2 aggiunge il supporto a iOS
- Blackberry (v8) e Windows Mobile in futuro...



Mobile Device Management

Apple iOS			
Feature	Option	BYOD	COD
Device Info	Device Information		
Secure	Remote Lock		
	Clear Passcode		
	Remote Wipe Device		
Basic Setup	Wi-Fi		
	Email		
	ActiveSync		
Advanced Setup	Passcode		
	VPN		
	Restrictions		
Extended Info	Installed Apps		

Android			
Feature	Option	BYOD	COD
Device Info	Device Information		
Secure	Locate		
	Remote Lock		
	Set Passcode		
	Clear Passcode		
	Remote Wipe Device		
Extended Info	Storage Information		
	Call History		
	SMS History		
	Mobile Data Usage		
	Installed Apps		



Mobile Device Management

Mobile Device Management

Thank you for registering your mobile device with Acme Enterprises.

Please take a moment to download a small configuration tool to get started. Simply select the correct option for your device below:

Apple iOS®

Apple iOS

Please click the button below to download Mobile Device Management to your iPhone, iPad or other Apple iOS device

 **Download for your iOS device**

Features enabled for your device:

- ✓ Update Device Info
- ✓ Remote Lock
- ✓ Remote Wipe Device
- ✓ Clear Passcode
- ✓ Installed Apps

Android®

Google Android

Please click the button below to download Mobile Device Management to your Android smartphone or tablet.

 **Download for your Android device**

Features enabled for your device:

- ✓ Update Device Info
- ✓ Remote Lock
- ✓ Remote Wipe Device
- ✓ Set Passcode
- ✓ Clear Passcode
- ✓ Locate
- ✓ Call History
- ✓ SMS History
- ✓ Mobile Data Usage
- ✓ Storage Information
- ✓ Installed Apps

By continuing you will be agreeing to our [terms and conditions](#)

Branding Completo

acme enterprises

Acme Enterprises Dashboard

File Edit View Reports Settings Mail Templates Agent Remote Support Help

8 / 12 : 2 / 5 Help

Server Monitoring

All Problem Servers (8)

- 24x7 Problems (5)
- Daily Safety Check Problems (5)
- Overdue Servers (1)

All Offline Servers (1)

All Monitored Servers (12)

- ABC Consulting
- Antares
- FGI ITALY
- LawView Associates
- Mercure
- Seabraes Manufacturing
- Abertay Pharmaceutical
- Cerberus Grooming
- Clinical Devices Limited
- Clyth Telecom
- Freedom Offline
- Icarus International
- JP Tech (Don't Delete)
- Newport Motors
- Sinderins Recruitment

All Problem Servers

Client	Server	Last Response	Last Reboot
Seabraes Manufact.	SERVERIT4	7days, 2hrs, 2mins ago	51days, 2hrs, 32mins ago
Seabraes Manufact.	SERVER2008	16-Sep-2009 - 16:31:07	96days, 22hrs, 54mins ago
Mercure	COLDISLAPTOP	16-Sep-2009 - 16:33:45	6hrs, 47mins ago
Antares	CAD-11	16-Sep-2009 - 17:30:33	1day, 5hrs, 18mins ago
Seabraes Manufact.	DELL-WIN7	16-Sep-2009 - 16:34:32	49days, 13hrs, 20mins ago
ABC Consulting	TANJA-DESKTOP	16-Sep-2009 - 16:35:11	7hrs, 36mins ago
LawView Associates	CASSIE-LAPTOP	16-Sep-2009 - 16:26:06	2hrs, 35mins ago
FGI ITALY	MTAGLIORETTI	16-Sep-2009 - 16:29:00	16days, 8hrs, 42mins ago
Total		3	1 3 1 4 2

SERVERIT4

Remote Desktop Connection

Checks	Notes	Description	Extra	Date/Time
✓		Disk Space Check - drive C:	Total: 4.00GB, Free: 3.42GB...	09-Sep-2009 - 11:16:43
✓		Windows Service Check - TCP/IP NetBIOS Helper	Status RUNNING...	09-Sep-2009 - 11:16:43
✓		Windows Service Check - Spooler	Status RUNNING...	09-Sep-2009 - 11:16:43
✓		Windows Service Check - Workstation	Status RUNNING...	09-Sep-2009 - 11:16:43
✓		Windows Service Check - Server	Status RUNNING...	09-Sep-2009 - 11:16:43
✓		Windows Service Check - Task Scheduler	Status RUNNING...	09-Sep-2009 - 11:16:43
✓		Windows Service Check - EventLog	Status RUNNING...	09-Sep-2009 - 11:16:43

IT support made easy

Login

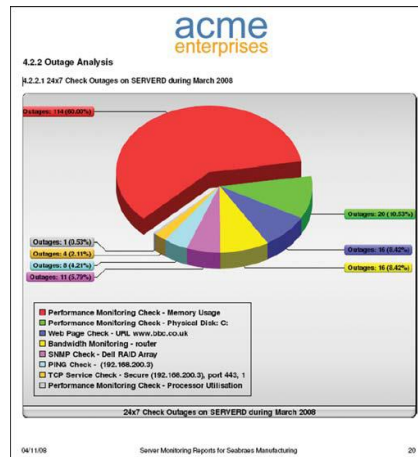
acme enterprises

IT support made easy

Server Agent v8.0.1

Password

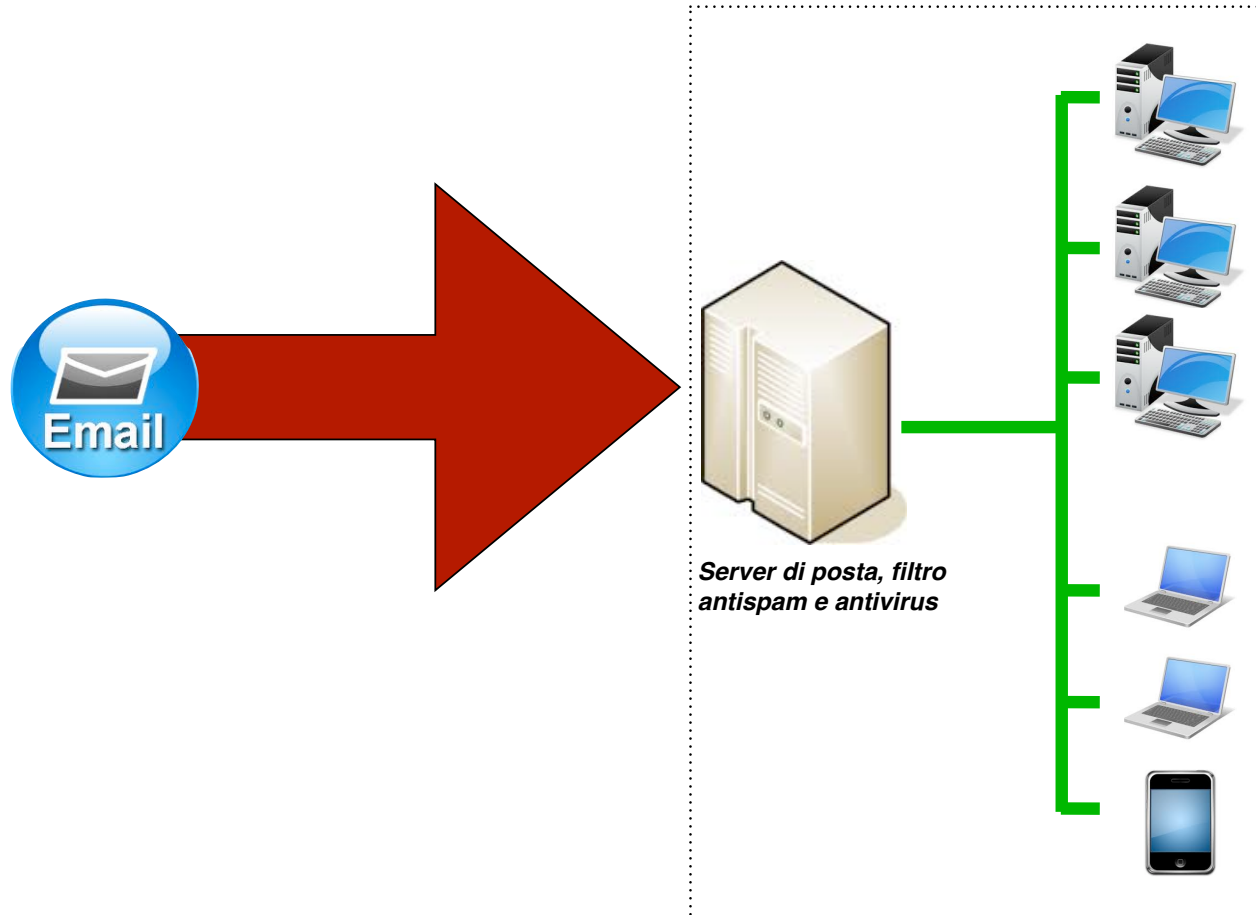
OK Cancel



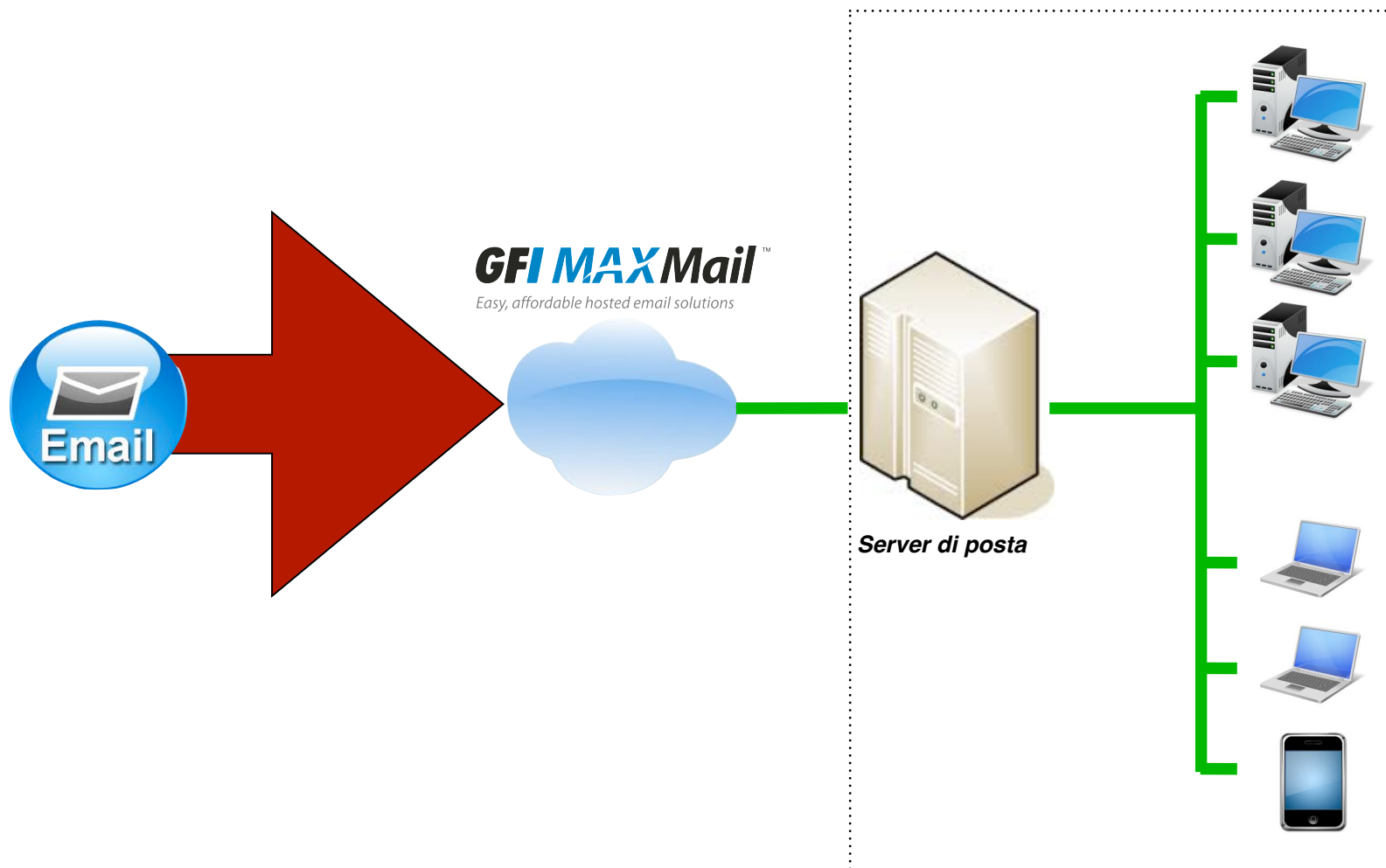
GFI MAX Mail™

Easy, affordable hosted email solutions

GFI MAX Mail - Cosa succede di solito



GFI MAX Mail - Cosa può fare



GFI MAX Mail – Overview

GFI MAX MailProtection:

- » Inbound email filtering
- » Outbound email filtering
- » Email continuity
- » Edge-based network defense

GFI MAX MailArchive:

- » Archiviazione posta elettronica cloud
- » Servizio scalabile
- » Retention fino a 10 anni
- » Possibilità di archiviazione legale dei messaggi - lifetime

Precisa, economica e facile

GFI MAX Backup™

GFI MAX Backup – Overview

- » Soluzione di Backup cloud completa
- » Dashboard centralizzata per la gestione del parco clienti
- » Multiplatforma: Windows, Linux, Mac OSX
- » Plugin per Exchange, Sharepoint, Oracle, SQL
- » Plugin per ambienti virtuali VMware e Hyper-V
- » Monitorabile da GFI MAX Remote Management
- » Ultrasicuro: crittografia military-grade da AES-128 bit fino a 448- Blowfish

MOB and MAX Backup

MAX M.O.B.	MAX Backup
Reporting	Reporting
» Fully integrated in MAX dashboard	» Reporting in dedicated IASO CMC
» Core management through dashboard, supplemented by Backup Manager	» Dedicated Backup Manager application
» 28 day revision history	» Variable retention periods
» Based on selected size	» Based on selected size
» No daily status emails	» Customizable dashboards
Backup Manager	Backup Manager
» Include directories	» Standard tree selections
» Exclude sub-directories	» Standard tree selections
» Exclusion filters	» Exclusion filters
» Schedules	» Schedules
» Run missed backups	» N/A
» Bandwidth throttling	» Bandwidth throttling
» Local Speed Vault	» Local Speed Vault
» Password protection	» N/A
» Exchange support	» Exchange support
» SQL support	» SQL support
» System state support	» System state support
» Network shares support	» Network shares support
» VMware support	» VMware support
» SharePoint support	» SharePoint support
» Oracle support	» Oracle support
» No Virtual Drive	» Virtual Drive
» N/A	» Hyper-V support
» N/A	» MySQL
» N/A	» Available for Mac OSX
» N/A	» Available for Linux

Security and compliance



GFI MAX Backup Data Centre Certifications



IBX	Certification
USA - SV; AT	SSAE16 SOC-1 Type 2
Canada - TR	SSAE16 SOC-1 Type 2
United Kingdom	ISO 9001: 2008
	ISO 27001
	OHSAS 18001
	OHSAS 18001: 2007
Germany	ISO 9001
	ISO 27001

GFI Max Data centre locations

- » Toronto, Canada
- » Atlanta, US
- » Sunnyvale, Silicon Valley, US
- » Slough, London, UK
- » Amsterdam, Netherlands
- » Dusseldorf, Germany
- » Sydney, Australia

GFI MAX ServiceDesk™

Introduzione

Introduzione

- » Nuovo prodotto di GFI MAX, lanciato in dicembre
- » Piattaforma centralizzata cloud base per gestire la comunicazione con i clienti, gestione dei ticket e integrazione con GFI MAX RM per la creazione dei ticket. ServiceDesk utilizza una web interface che può essere impostata da e attivata da GFI MAX RM.
- » Multi canale, si integra con Twitter, email e RM e fornisce un front end self Service per gli utenti finali.
- » Non richiede nessuna installazione di software in locale.

Gestione del Ticket

- » Sorgenti multiple
 - ☐ Self service front-end
 - ☐ Converte messaggi Twitter in ticket
 - ☐ Routing email da e a Servicedesk (per nuovi ticket e risposte a ticket esistenti)
- » Assegnazione dei ticket e verifica dello stato
- » Code dei Ticket
 - ☐ Visibilità lifecycle del ticket
 - ☐ Visibilità dei ticket in attesa di risposta e scaduti
- » Tracciabilità tempi di lavoro
- » Mantenere tutto lo storico della corrispondenza in un singolo ticket
- » Alerting per nuovi ticket e per risposte a ticket già creati

Knowledge Base

- » Popolare il contenuto della Knowledge Base per i clienti
- » Self Service Knowledge Base
 - ☐ Ricco contenuto degli articoli
 - ☐ Categorizzata
 - ☐ Tagging e ricerca parole chiave
 - ☐ Possibilità di votare gli articoli
- » Riduce il numero di ticket fornendo un efficace sistema self service di supporto

Integrazione con Remote Management

- » Immediato setup di ServiceDesk dalla RM Dashboard (Settings> PSA> Setup)
- » Import completo degli asset, dei siti e dei clienti direttamente in Servicedesk
- » Le credenziali di accesso dello staff sono le medesime di RM
- » Creazione e chiusura automatizzata dei ticket
- » Inserimento di note e tempi di lavoro direttamente da GFI MAX RM

Asset Management

» Asset Management

- ☐ Creazione di siti e dispositivi
- ☐ Associazione di ticket all'asset
- ☐ Tracciabilità del ticket rispetto a specifici asset o siti
- ☐ Import di Workstations / Servers da RM
- ☐ Export degli Asset Data come CSV

Integrazione di Twitter

- » Connessione dell'account Twitter esistente nell'installazione Servicedesk
- » Visibilità dei tweet inviati all'account Servicedesk direttamente dal sistema
- » Inviare messaggi Twitter direttamente da Servicedesk
- » Retweet e risposte direttamente da Servicedesk

- » Conversione di Tweet in Ticket
 - Inviare all'utente un link diretto al front-end self service
 - Assegnare un particolare ticket a una persona specifica del supporto o a un reparto

Per domande e chiarimenti

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Skype: lorisangeloni

GRAZIE DELL'ATTENZIONE!