

## One solution to remotely monitor, automate, manage and support IT

### Why choose LabTech?

#### LabTech Can Increase IT Staff Efficiency by Over 50%

LabTech Software is a powerful remote monitoring, management solution developed by system administrators for system administrators. LabTech can increase the operational efficiency of your IT staff by over 50%, resulting in a substantial decrease of business costs.

#### LabTech Benefits:

- Remotely support break / fix operations
- Seamlessly deploy tools and services
- Automate patch management and software deployment
- Easily integrate ticketing with your PSA solution
- Script pack improvements allow you to demonstrate your managed service value on your invoices
- Introduce powerful scripting and monitoring capabilities
- Manage networks, services, workstations effectively and automatically

#### Bundled MSP Development Services

Another powerful feature of LabTech is its reference library of marketing and legal documents. LabTech partners have access to dozens of documents and tools for implementing managed services.

#### The LabTech Library Features:

- Recorded webinars on MSP business, sales, marketing, operations and technical subjects
- MSP implementation tools
- Managed service contracts
- Managed service and maintenance pricing tools
- Project management process
- IT support business profit models and tools
- And much more

### Work from Anywhere

#### LabTech is Fast

The Control Center – Used by system administrators, the Control Center's Windows LAN client allows for a substantial amount of caching. It also is much faster than web-based solutions.

Improved Agent Deployment – New and improved options make it quicker and easier to push out agents, while saving you money on deployment costs.



### Manage More Systems with Fewer Techs

#### Manage Systems Dynamically with Advanced Searches

LabTech organizes and collects a vast array of information automatically through the use of agents. The information in LabTech can be queried with advanced searches which allows you the ability to group information the way you need it. Group by operating system, applications or locations using over a thousand other items contained in the database. If a system is part of an advanced search, it can be automatically added to a group, receive an agent monitor or internal monitor, receive a script and much more.

### Managed Services Methodology in LabTech

With the combination of tools, LabTech allows for the creation of intelligent automated processes. All tools allow a single instance of a tool to be executed on thousands of machines because the tools incorporate information about the computer, location, and client with the automation.

The tools used to create automation in LabTech are advanced searches, agent monitors, internal monitors, scripting and groups.

### Network Friendly

Each agent uses minimum network space during a check-in. Agents only use 300 bytes which reduces the load and demand on your network.

### Logically and Automatically Organize Systems

LabTech supports group management of your systems. Group management allows you to support and manage your customer base with ease. Create, organize and automate IT functions, scripts, monitors, branding, application deployment against groups to help streamline your offering.

### Monitor Critical Points of Your Technical Infrastructure

If you want to check critical items in your infrastructure, you can set up a monitor to run on each LabTech - communicating agent. These monitors, created very simply with wizards, offer great flexibility and power with advanced settings. If you can imagine a monitor, you can create it in LabTech and intelligently apply it across your infrastructure.

**"With LabTech, you get things done faster. And when you have managed service clients, time is of the essence and efficiency is the way to being profitable."**

*— DAVID ELY, FOUNDER  
CISCOM SOLUTIONS*

The intelligent application of monitors is made possible through groups and advanced searches. Monitors can call scripts to automate troubleshooting of the reasons behind monitored object failures. Monitors can also create tickets, alerts, emails and many other forms of notification.

### Audit and Repair with Internal Monitors

Internal monitors allow you to schedule queries to the LabTech database. These monitors run on the LabTech server

which allows them to mine the data for items that require attention. For example, systems can be queried for the status of their antivirus. In addition, internal monitors offer the same notification methods as agent monitors, so scripts can be called to automate remediation of alarms.

### Scripts Perform Simple or Complex Tasks

Automate any computing task simply by setting up a script. Run shell commands, stop and start services, query LabTech for information, query a file, run a VBS script or executable. You can accomplish hundreds of functions with LabTech scripts. Plus, each can be easily written, be system independent which allows you to run a single script on an unlimited number of systems.

## LabTech is Flexible

### Open Source Mentality

LabTech was designed with the open source mentality in mind. From branding to monitors and scripting, LabTech's amazing power enables you to do what you need to do.

### Web or Windows LAN Client

LabTech comes with a Windows LAN client and a web-based control center.

### Friendly Support and Sales

LabTech welcomes partners of all sizes. To each of them, we offer the same level of customer service; a level that's second to none.

## How to Get Started with LabTech

### Experience LabTech

Register for weekly webinars or download a free trial of LabTech at [labtechsoftware.com](http://labtechsoftware.com).



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