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For Immediate Release

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SyAM Announces Site Manager – Proactive remote management tool reduces desk-side visits, improves remediation for multi-site customers of Managed Service Providers

Nashua, N.H. (October 15, 2009) –SyAM Software is announcing today the release of [Site Manager](#). Site Manager's web-based dashboard and central management interface enabling IT administrators and Managed Service Providers (MSP) with a service platform that extends System Area Manager's visibility into system-level performance for handfuls to hundreds of local or globally deployed customer sites.

Running at the Managed Service Providers office or enterprise data center, Site Manager's innovative "Access from Anywhere, Anytime" features include centralized ticketing, reporting and event tracking. These capabilities enable an MSP to identify and predict – in real-time – failure of hardware and software resources as well as the ability to reallocate resources as required, improving operational efficiencies and preserving the operational and intellectual integrity of their customers' IT assets.

"As a SyAM partner, Site Manager enables us to provide our technology resellers with a managed services platform that expands their service capabilities and enables them to reliably meet Service Level Agreements while driving down the costs of on-site visits through remotely managed remediation," said Uwe Hüfner, Director of Product Management Systems for Tarox, an Intel® Strategic solution partner. "Through proactive features that significantly reduce business disruption, Site Manager enables our resellers to reinforce their position as a trusted partner in the visibility, manageability and performance of their customers' IT assets."

"Site Manager represents a natural evolution of our System Area Manager technology, enabling remote administrators to not only manage single customer sites and individual end-user desktops, but all sites. Site Manager's fully interactive KVM capabilities enables them to take control of any managed system at any customer site, producing an audit trail and ticketing system that effectively reduces the number of support calls and desk-side visits," said Nick Thickins, CEO of SyAM Software. "In addition to expanding the capabilities of Intel's vPro technology, when used with SyAM's robust application deployment and patch management tools Site Manager enables IT administrators to easily, and with minimal effort, bring crashed systems quickly back online, preserving network integrity, performance and response time."

About Tarox

The TAROX Unternehmensgruppe (www.tarox.de), with headquarters in Lünen / NRW is one of Germany's leading system manufacturers and distributors. The distribution TAROX PREMIUM offers a selected intensive counseling and networking and peripherals product range. The BTO process TAROX offers its customers high-quality servers, server center, workstation, desktop, thin client and mobile systems. TFT displays and projectors complement the product families. The OEM Service Fulfillment and Supply Chain Management by TAROX round performance from the manufacturer. The business model combines TAROX complex distribution system with high-performance technologies (TAROX PC, NB and server systems) to almost any business demands of commercial customers' needs.

About SyAM Software:

SyAM Software is a developer of Systems Area Management tools enabling pro-active operational monitoring, remote management, patch deployment and power management. The solution works across all Notebooks, Desktops, Servers and RAID devices running Windows, Linux and OS X. All products are easy to deploy, learn, and use and can be downloaded from www.syamsoftware.com free of charge. Management Utilities and System Client products can be used for free indefinitely. Their functionality is expanded when used in conjunction with System Area Manager, the central management console that is licensed based upon the number of systems being managed and Site Manager, which provides a central management interface to all customer sites. SyAM Software solutions provide increased levels of visibility and management for IT professionals at SMB to enterprise sized organizations. Using a web browser they have access to IT Assets at all time so they know what they have, where it's located, how it's configured, and its operational health state in real-time. Major tangible and measurable business benefits include reduced energy costs, simplified and automated asset tracking, remote monitoring and resolution, reduced complexity and reduced total cost of ownership.