



WSM Lite

Protirus Information Protection eXtensions

SIMPLIFY CONTROL OF EVERYDAY OPERATIONAL ACTIVITIES ON YOUR END-USER ESTATE

Automate helpdesk tasks

WSM Lite allows you to diagnose and automate frequent helpdesk tasks, seamlessly addressing the top 20 most frequent helpdesk issues and massively reducing repeat effort. Examples include: rebuilding a computer, adding or removing a printer, resetting a password, providing temporary admin privileges, wiping profiles, rebuilding an Outlook profile, scheduling a restart or a start

Simple to set up, simple to use

With minimal set up required, WSM Lite has a simple and intuitive interface, designed for easy usability and administration. The use of roles and scopes minimises the risk of accidental mistakes.



Powered by the best in class

Symantec IT Management Suite (Altiris) is powerful and flexible. WSM Lite leverages this and includes best practice principles honed from extensive consulting experience.

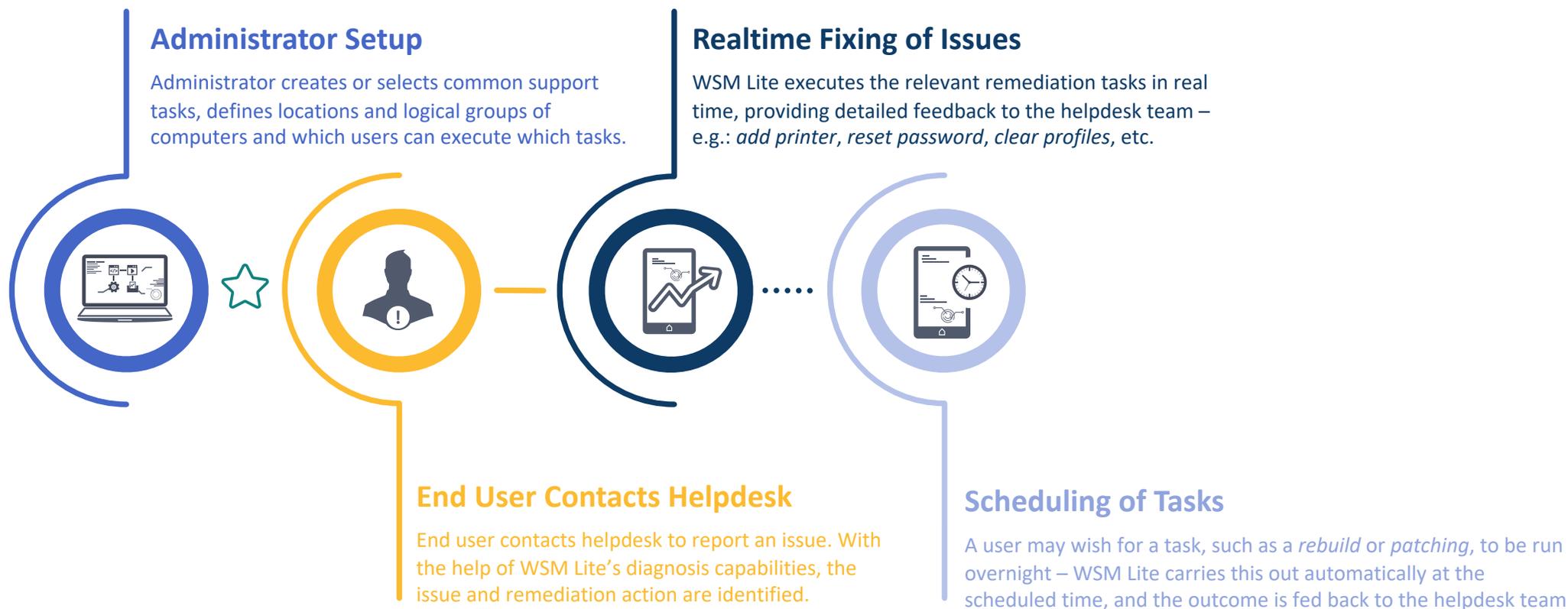
Empower local support

In large distributed organisations, allow locally approved support to carry out activities. E.g. a local engineer has the ability to rebuild computers for a group of schools or offices



PIPeX WSM Lite

How It Works





PIPeX WSM Lite

How It Addresses Time Wasted by Helpdesk in Recurring Tasks

Challenges



Technical / **helpdesk** support is an interactive process between users and technical teams. The troubleshooting process, however, is **time consuming** and prone to **misdiagnosis**. Both these aspects may lead to **user frustration** and **poor perception** of the level of assistance provided, even when process has been appropriately followed.



IT management systems are robust, thorough yet **complex tools**. Their configuration and tuning can be **cumbersome**. Furthermore, technical / helpdesk support services are often distributed functions – geographically, departmentally, etc. Lack of **appropriate permissions and profiles** for those teams, constitutes a **security risk** and impacts **operational efficiency**, as these set the reach of an operator's scope.



Solutions



PIPeX WSM Lite allows for targeted **automated diagnosis and remediation**. This **minimises** the **time** required for issue identification as well as remediation, leading to **higher user satisfaction** and **minimising operational cost** for the technical teams.



WSM Lite allows for **simple and intuitive configuration**, as well as **user experience**, while simultaneously ensuring that helpdesk **user rights are enforced** appropriately.