

## Where Can My Metrics Save Me Money???

### Outsourced IT Support:

1. **Trip charges** – the average trip charge, charged by an IT company, is \$50. By eliminating the need for onsite support as much as possible, a customer in essence eliminates \$50 spent from their budget, per call to their IT provider.
2. **IT Diagnostics** – the average minimum charges from an IT company, are normally 1 hour for remote support, and 2 hours for onsite support. On the low end of the totem poll, with a Field Service Engineer, the billable service rate might start at \$85/hr. So that's a minimum charge of \$85 for remote support, or a minimum charge of \$170 for onsite support (with or without an additional trip charge on top of that). By offering 15 minutes of free diagnostic time per issue identified by My Metrics, a customer in essence eliminates an expenditure of \$85 to \$170 per issue, for each issue that can be diagnosed and/or resolved remotely within a 15 minute period.

**FACT 1:** On average, more than 65% of all IT-related issues can be diagnosed within 15 minutes, and more than 50% of those issues can be resolved within the same amount of time. Hence, a customer can expect their expenditures to decrease significantly, as it pertains to paying for IT support.

**FACT 2:** Our solution puts all pertinent system information within an easily accessible, web-based console, which makes it possible to analyze almost anything you'd want to know about a system or network device, within a mere 5 minutes or less.

**FACT 3:** From our solution, remote access can be established within 10-30 seconds, depending on the connection (these are averages for cable or faster Internet connections, however, for small offices with DSL, we have seen similar results), ensuring your last 10 minutes of free time are spent doing physical work on your system (Note: This also assumes you've allowed us to do just that, based on your customer SLA – Service Level Agreement).

**Note:** Remote access from our solution is much, much faster than with other solutions like LogMeIn, GoToMyPC, PCAnywhere, GoToAssist, and others. I've personally had times using the aforementioned programs, where it's taken me almost 15 minutes just to get remote access, due to end users not being skilled at opening a simple web page in a timely manner, running an agent, etc... When that fifteen minutes is billable, that's also 15 more minutes that the customer is charged for IT support (not to mention 15

more minutes of lost productivity on the customer's side). Multiple this by the number of remote support sessions paid for in a year, and we're talking about some pretty significant losses on the customer's side.

**Example:** Let's say your average employee makes \$10/hr. ¼ of that is \$2.50/hr. ¼ of the cost of an hour of remote Field Service Engineer-level support from an IT provider, however, is \$21.25 (at a low rate of \$85/hr). That's \$23.75 in cost to the customer, per IT issue handled remotely. In larger environments (help desks), where IT support is provided almost entirely via remote access, a company might generate as much as 100 or more tickets a month. Now we're at \$2,125/mo, or \$25,500/year. Some would say I'm nit-picking when approaching the "SPEED" of remote access, but I say \$25,500 is \$25,500, is half of one of your IT guy's salaries perhaps, new laptops for the sales department, or whatever else you'd rather spend it on!!!

**FACT 4:** Our ability to remotely access any manage-able device with an interface (whether via Telnet, SSH, HTTP, or HTTPS, VNC, RDP, Remote Support Manager, RAdmin, and even Intel vPro Out-of-Band connectivity, which grants BIOS-level access), means nearly 90% of all diagnostics can be done without ever even establishing a remote access session to a customer's device(s), and/or without ever having to step foot on the customer's premise.

**FACT 5:** More than 95% of all issues can be remediated remotely, and even hardware issues can often be diagnosed over the phone. So for those customers paying an IT provider, that means one less trip at a minimum of two hours on-site, to remediate issues.

**Example:** A company calls their IT provider and tells them their system won't boot up. The company dispatches a technician, and when the technician makes it onsite, he sees the dreaded words "No Fixed Disk". This tells him that a hard drive has failed. He of course, couldn't determine this ahead of time (i.e.; that there was a "No Fixed Disk" error), because the end user only knew it wouldn't boot into Windows (i.e.; Anything more than that is for the "IT guy", lol...). He returns to his company, places a drive on order, and then schedules another day to return and replace the part, and/or to restore a backup of any data on the system (after installing the operating system, updates, and/or programs of course, for those not using image-based backups). When the part arrives, he then returns onsite, wherever the user might be, and remediates the issue. All toll, when the customer gets their bill, there's two billable tickets, each with a 2 hour minimum charge and/or a trip charge of \$50 (an average fee for travel). So at \$85/hr for a Field Service Engineer (low end of the rate scale), it's going to be \$340 of billable time, and/or another \$100 of travel (roughly the cost of a new system desktop).

**Example Using My Metrics:** A technician at 1:30AM gets an alert that a system shutdown unexpectedly, thru the My Metrics Web Console, he initiates a BIOS-level remote access connection to the system in question via Intel vPro technology. He issues a remote power cycle to the system, and after the system starts booting up again, he immediately sees that the hard drive is not found during the POST (Power On Self Test) performed in the normal BIOS boot-up process. Shortly after that, he sees the dreaded words “NO FIXED DISK”. He immediately pulls the asset inventory report for the system (as it is the president’s desktop), finds that it’s an 80GB Maxtor drive, and at 7:55AM the next morning, he’s standing outside the door of the customer’s office with a brand spanking new 80GB hard drive (or better). Total cost, less than half that of **Example 1**, without all the lost productivity in between (as in example 1, and even with over-night shipping, you’re looking at maybe 24 hours of down-time minimum). Had this been an average user, however, and had the drive died at 4:58PM, and been diagnosed at 4:59PM, you’re still talking about (unless the provider has a drive on hand, or goes to Best Buy), several hours of lost productivity. In most cases, at the average clerical salary, lost productivity equals at least \$100 in this scenario. Had this been a server, however, which 30 or more people use, now we’re talking about \$3,000 in lost productivity, just in this one issue alone.

### **Internal IT Support:**

- 3. Cut Backs or Shifts in “The IT Management Approach”** – Let me make it clear, first of all, that it is not our intention to recommend replacing a companies entire staff with our solution. We don’t want to put anyone out of a job. However, for companies where current economic conditions have strained or stressed the IT budget or IT Staff in general, to the point where a company can’t see any other alternative to go out of business (i.e.; because they can’t function without IT staff, but also can’t afford to let any go work-wise) My Metrics can most certainly help.

**FACT 1:** It is completely possible, for one single person, using our solution, to administer as many as 200 devices or more, by themselves, with **Very, Very, Very** little effort.

**FACT 2:** From our solution, a single technician can open as many remote access sessions, as their physical system resources will allow (I personally run 5 windows at a time, and as a result, my productivity in nearly quadrupled (x4).

**Note:** Obviously I can’t say I’ve quintuplicate-d my productivity, as you can only do so many things simultaneously, or near simultaneously. However, our solution makes any IT professional (whether internal or outsourced) **Much, Much, Much** more productive.

**FACT 3:** The money saved by technicians traveling less, and being able to do more than 80% of all remediation behind the scenes, from their desks (something else My Metrics allows, thru its Remote Support Manager, a remote access utility), can also counter the financial need to reduce internal IT staff (for those companies with internal IT departments or IT personnel). If end users don't have to get up from their desks, while someone works on their system, you save money. Go one step further; if end users don't have to stop "working" while you work on their systems, you save tons!!!!!!

**Important:** There are a lot of solutions on the market that state "You Can Save Money". Ours actually does this, for a change. If the average employee makes \$10/hr, and is hindered in their productivity by 10 minutes each day they work, it costs a company \$196/year (that's assuming they get three weeks off between holidays, sick time, and vacations, and work a 40 hour work week). If a hindrance to productivity occurs in the form of a server with insufficient resources, however, that dollar figure is multiplied by the total number of end users an office or company has. So in an office with 30 devices (and at least 1 server) that number now becomes \$5,880/year, in lost productivity. Now imagine a fairly big company, with 200, 300, or 500 users. We're talking about \$39,200 lost, \$58,800 lost, or \$98,000 lost. That's a PC Tech or Junior Level Field Service Engineer's salary, a networking engineer's (with a CCNA and a few years experience) salary, or an IT Manager or CIO's salary.

**FACT 4:** Using our solution, a company can "Downgrade" staff. Perhaps as a company, you just have too many high paid IT staff, or need to hire more staff, but can't afford another high-level technician. Our solution enables junior-level technicians to do the leg work, and escalate to high-level technicians via the remote access capabilities available within our solution. As a result, fewer high level technicians can do more, with junior level technicians supplementing, and in fact, high level technicians can support junior level technicians anywhere in the country. I've personally remotely supported network devices in a data center across the country (in NJ), even in an outage. It's not hard, you don't even need KVM-over-IP. All a junior level technician needs is a mobile Wi-Fi card, and one of our agents installed on a laptop, and a senior-level technician like myself can "daisy-chain" a remote access session (i.e.; remote into their laptop, and from their laptop remote into a networking switch, router, firewall, etc...). The point here, is that one high-level technician's salary often equates to two junior-level technician's salaries, and if you're forced to cut money, that's going to provide the biggest, most-manageable cut.

**FACT 5:** Many of the tasks normally performed by a junior level technician or Field Service Engineer can be automated or simplified using our solution, thereby saving countless hours. Our solution covers all the normal preventative maintenance tasks (checking antivirus, checking backups, reviewing event logs, running disk defrags, disk cleanups, removing temp files, cookies, temporary Internet files, performing weekly

reboots, etc...). In fact, there's very little that can't be automated using our system (Note: Anything that can be created into a batch file or VBScript can be uploaded into our solution, and scheduled to run at whatever frequency imagine-able). Other tasks, like software deployment, can also be handled via our offering, and in fact, our solution allows Mass-Software Deployment for those companies that have hundreds of end users, and who prefer creating their own .MSI installers.

**Example:** So think about an easy task, like installing Office 2007. To do it manually, one station at a time, could take as much as 30 minutes per system (depending on the available resources in the system). Multiple that factor in a larger environment (say 100 systems), and we're talking about 50 hours of work. At billable Field Service Engineer rates (\$85/hr on the low end of the scale), you're talking about \$4,250. At internal (overhead) IT professional rates (perhaps \$30/hr), you're still talking about \$1,500 in salary or hourly pay, and/or the loss of an individual(s) for several days. Or, one person could upload an pre-formatted .MSI, schedule a task, and walk away (**i.e.; less than an hour of billable time, versus the 50 hour alternative**).

Going one step further, an additional add-on for our solution (known as **Remote Environment Manager**), allows domain management tasks to be automated and/or simplified.

The following are tasks that you can perform on a grand scale (i.e.; on hundreds or thousands of systems simultaneously), using Remote Environment Manager:

- a) **Implementing registry keys** – Registry key modification can be needed in several circumstances. For one, it is often part of the remediation process, when security infiltrations have occurred at the Operating System level (in the form of infections, which as you can expect modify Registry Keys). Often, the simplest virus calls on itself to start when Windows (or some other operating system) boots up. It accomplishes this by writing its way into the startup area of the Registry. Hence, when mass infections occur, and the cleanup method is found (or for the those companies that just want to be on the safe side), Remote Environment Manager allows hundreds or thousands of devices to be modified in one stroke, thereby saving countless hours of billable internal/external IT Support.
- b) **Creating Network Shares** – When new employees start at a business, they are often given access to a file share on a company's server(s). The process of automating the mapping of drives is made possible by Remote Environment Manager, so that the task itself can be eliminated as a manual process. Hence, thousands of individuals can be mapped drives at once, or as new staff are hired, with zero effort.

- c) **Mapping Printers** – New employees are often given access to a network printer, or share access with other users on the network. Remote Environment Manager allows you to map printers to countless individuals, with zero effort.
- d) **Creating Shortcuts** – New employees are often given shortcuts to network resources, external web sites used by the company, or internal (intranet) web sites. The manual process associated with this task can also be automated using Remote Environment Manager, so that thousands of the end users can be managed with zero effort.
- e) **Making Security Enhancements** – As part of the functionality included in Remote Environment Manager, you can automate the locking down of any peripheral, which might expose a system to infection, including:
  - a) **CDs**
  - b) **DVDs**
  - c) **USB External Hard Drives**
  - d) **Thumb Drives**
  - e) **Floppy Drives**
  - f) **And so more....**
- f) **Creating Login Scripts** – While login scripts generally help to aid in the automation of certain tasks, the problem associated with login scripts, is that they are timely to assemble (which means they are costly), and not every technician is capable of making them work. Using Remote Environment Manager, however, login script creation is made so easy, someone just coming out of computer school could grasp it with very little effort (i.e.; a monkey could make login scripts with My Metrics).

**Leasing or Warranty Requirements:**

- 4. Often times, a vendor will give the option of extending a warranty, before the factory warranty expires. In the later years of PC, Server, or Network Device's lifespan, this often isn't a bad thing (especially when the alternative might mean replacing an entire system, like when a motherboard goes). However, if you don't catch this in time (i.e.; respond before the warranty expires), you lose that option. Our solution has presets that you can configure to notify the proper recipients when warranty or lease expiration dates are nearing. This way, the proper individual can respond when a system is to be retired, upgraded, or when additional warranty protection will be needed.
- 5. Asset Inventory (and the Costly Programs that provide this functionality) – often a company will purchase costly solutions like Microsoft's SMS (Systems Management Server) to allow asset inventories of their equipment, patching, and/or deployment of software. Well, our solution does all of that, and at a fraction of the cost. In fact, many of the functionalities available in our solution are bought by companies, piece by piece,



in various other applications. A large majority of IT professionals see a great benefit almost immediately, by implementing My Metrics.

Note: My Metrics also offers a ton of other reports you can run, including but not limited to:

- a) Hardware Inventory Reports - displays hardware assets that have been discovered on a network.
- b) Hardware Upgrade Planning Reports - displays hardware assets with components below a minimum hardware configuration that you specify.
- c) Software Inventory Reports - displays discovered software on a network and the devices on which software has been installed.
- d) Capacity Planning Reports - provides an overview of the utilization capacity for a customer's devices. In addition, you have the option to display details for each device that is approaching the utilization limit.
- e) Data Protection Reports - provides the status of customer backup jobs.
- f) Executive Summary Reports - provides a summary and details of managed devices, security monitoring, application and license compliance, data protection, network reliability, and server performance.
- g) Network Health Overview Reports - provides information on the total availability of service groupings, the performance of servers and workstations, and network utilization and bandwidth, as well as critical observations for your analysis.
- h) Technical Summary Reports - provides a summary of the utilization of CPU, disk, memory, and services. It also provides details on availability, notifications, and traffic.