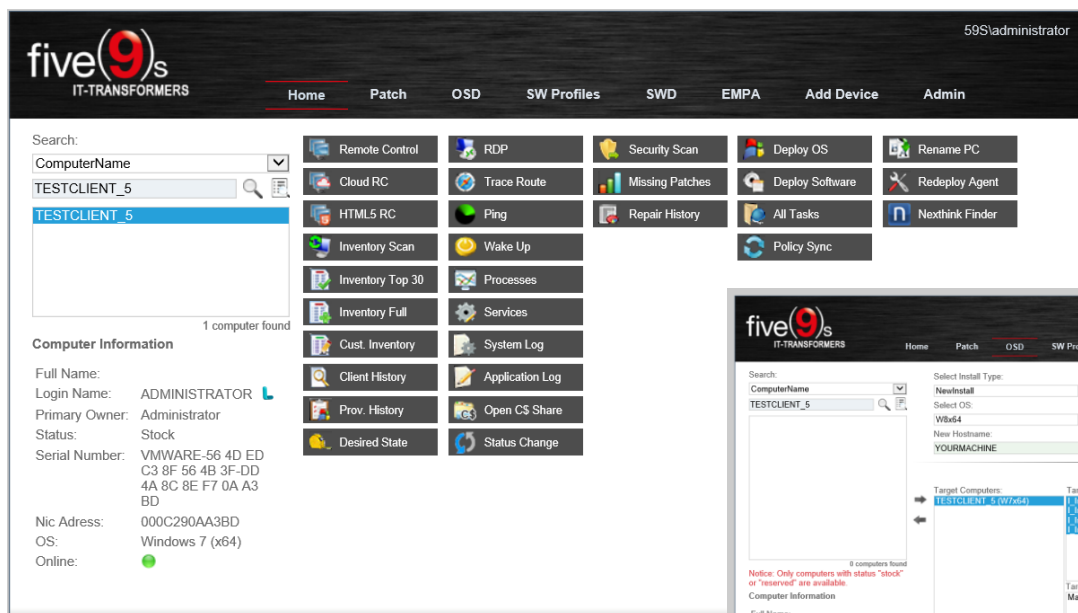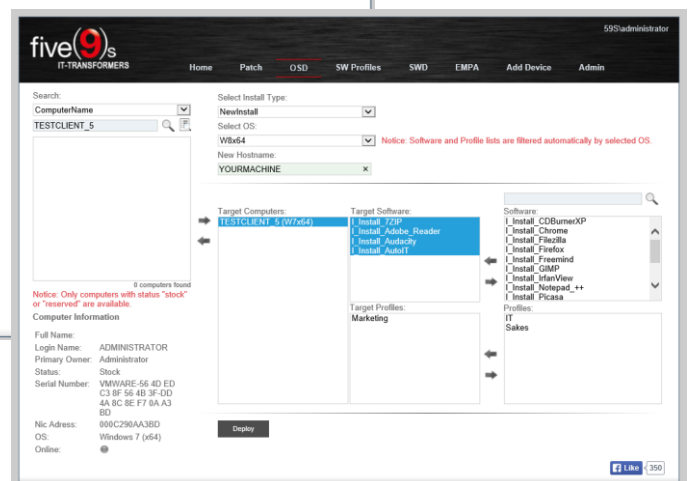## About five(9)s

five(9)s is a highly qualified technology provider specialized in client management and process design using LANDESK technology. We are one of the largest LANDESK partners in Europe and hold platinum and LANDESK One partner status. Based on our longstanding, in-depth LANDESK knowledge, five(9)s develops unique add-on software for making LANDESK solutions and infrastructures even more efficient for users from all over the world. We run a large team of excellent consultants boasting more than ten years of LANDESK expertise at the highest level.

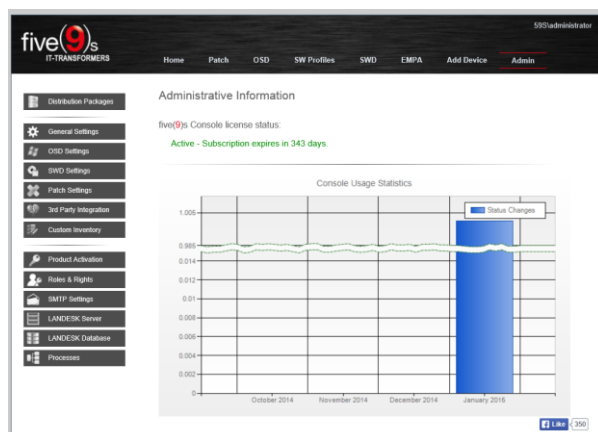## Take it easy – the five(9)s Console

Today, many companies are facing the challenges to use a single client lifecycle management (CLM) system across all levels of customer support, in order to secure a process-oriented support workflow across departments. Therefore we have developed a quick and easy-to-use Web console to enable everyone to fulfill CLM tasks by executing customizable workflows using an intuitive interface.
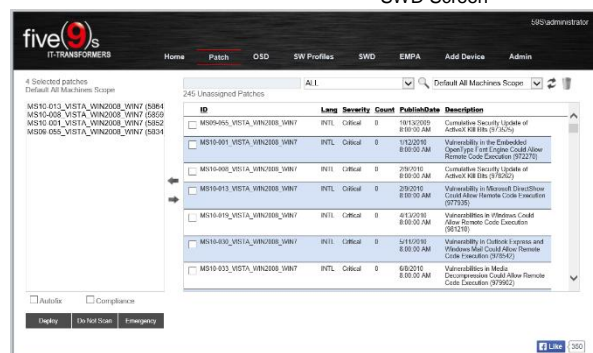

Home Screen

SWD Screen

Admin Screen

Patch Screen

five(9)s GmbH
Industriegebiet Süd E4 • 63755 Alzenau • Germany
info@five9s.de • Phone: +49 6188 44593100

www.five9s.de

Features of the five(9)s Console

All in gray highlighted features marked with "Process driven" offer you an out-of-the-box experience on predefined processes using the five(9)s Console. These processes include requester feedbacks by email, task creation, removal and multiple other actions within the LANDESK Management Suite. All build-in processes can be customized by redirecting the workflows to the LANDESK Process Manager.

Page / Feature	Description
Home	
Remote Control Features	Including RC via HTML5 and LANDESK Cloud Service Appliance
Inventory Management	Show Full Inventory, or Inventory Top 30 objects. Create your own Custom Inventory for your devices (e.g. asset-ID, cost center information, HW / SW details).
Provisioning History	Show clients provisioning history.
Client History	Show all changes made to a device by a five(9)s Console user.
Network Connection Tools	Use RDP, Trace Route, Ping and Wake On LAN to check you client availability.
Advanced Inventory	Display and modify your clients processes and services.
Troubleshooting	Show your clients System- and Application Log.
Initiating Scans	Start inventory- and security scans as well as policy syncs on your devices.
Patch Information	Display missing patches and repair history for each device.
Redeploy Agent	Process driven - Reinstall the LANDESK agent based on the clients former agent configuration with a single click.
Rename PC	Process driven – Rename your devices.
Third Party Integration	Use the Nexthink Finder to evaluate clients health.
Patch	
Deploy Patches	Process driven – Select your patch definitions and deploy them by scope in an out-of-the-box patch process with pilot groups and email feedback.
Do Not Scan	Process driven - Move your selected patch definitions to the LANDESK Patch Managers "Do Not Scan" folder.
Emergency	Process driven - Start an emergency patch deployment without patch approval just by setting your definitions to "Autofix" by scope.
Patch Restore	Process driven - Remove your processed patch definitions from your patch deploy, or emergency processes and reassign new tasks.
OSD	
Operating System Deployment	Process driven - Deploy your operating systems via NewInstall, Clone, or Reinstall function.
Select OS	Define the OS you will offer for deployment on the Admin Page.
Integrated Software Deployment	Add target software and / or target software profiles to your OSD job. The selected software packages will be automatically assigned to your target device.
Customize your OSD Settings	Define your own OSD parameter (e.g. location, OU, and so on) and work with these parameter in your LANDESK Provisioning Template.
SW Profiles	
Create Software Profiles	Assign your software packages to profiles to deploy multiple packages with a single click. Connect this software profiles with valid operating system versions to avoid incompatibilities.
SWD	
Deploy Software	Process driven – Select target devices and assign software packages, or profiles to this machines via push, or policy with a few clicks. Selectable packages and profiles are filtered by the target devices operating system to avoid incompatibilities.
Desired State Technology	Software packages and profiles are assigned via Desired State technology. This allows you to clone, or reinstall devices based on former installed operating systems as well as software packages.
Add Device	
Add Device	Add devices to your LANDESK Database using barcode / serial numbers, or MAC addresses. Assign hostnames to these machines and apply a defined status like "Active", "Reserved", "Stock", and so on.
Admin	
Edit Distribution Packages	Rename your software packages for five(9)s Console view, add vendor URLs to offer further package information, select the allowed operating systems and set package status to "Production" or "Test" to avoid installation of unapproved software.
Maintenance Mode	Set your five(9)s Console to maintenance mode while you are upgrading or patching your LANDESK Coreserver.
Custom Menu Entries	Define custom menu entries for your five(9)s Console e.g. to refer to some intranet webpages, or additional web-based products.
Custom Inventory	Configure Custom Inventory entries as checkbox, input, or list fields to offer more information about your devices to your IT staff. Custom inventory entries can be modified in Home screen and be used in Add Devices, OSD and Status Change to extend your options while controlling your devices.
Roles & Rights	Define roles and rights for the five(9)s Console to give your IT staff groups dedicated access to features and functions.