



# HELP DESK OVERVIEW



## MAINTAINING COMPUTE AVAILABILITY & INTEGRITY

Persyistent Suite™'s self-healing **automates corrective action** so help desk can efficiently and effectively resolve various performance or break/fix issues. In the time it takes to reboot a device, Persyistent repairs:

- System won't boot or power up
- System blue or black screen
- System is performing slow
- Application not responding
- Operating system corruption
- Security failure such as malware or virus
- Employee turnover requiring a re-image
- Configuration issues such as drivers, registry, services, process, or windows related
- Any occurrence where a PC requires a re-image due to inability to identify a root cause
- Failed patch or update requiring a roll back

Persyistent Suite™ removes these issues without manual intervention. Through a single reboot of the device, users are back up and running as if the issue never happened!

**CONTACT US TO SCHEDULE A DEMO**

(813) 444-2231

sales@utopicsoftware.com

www.utopicsoftware.com

## As a help desk professional, what can you do in 45 seconds?

**Not much...BUT NOW you can restore a corrupted PC back to its last known ideal state in 45 seconds**



Persyistent's automated self-healing simplifies the restoration and recovery process. **Persyistent gets users back up and running in seconds without manual intervention.** It effectively removes the need to re-image a PC. It quickly and effectively resolves:

- Break/Fix issues
- OS corruption including malware, mis-configuration, or application drift
- Degraded and poor PC performance
- Unsanctioned changes like unauthorized downloads, user carelessness application drift and changes to registry
- Catastrophic hard drive failure and other disaster recovery protocols

### FASTER, SIMPLIFIED REPAIR AND RECOVERY:



- Single reboot replaces corrupted image with last known ideal image
- Aligns with "fix first, troubleshoot later" strategy
- Returns PC to productivity as if the underlying issue *never happened*

### REDUCING RESOLUTION TIMES, REPEAT INSTANCES



- Less than a minute to return users to productivity
- Reduces break/fix instances up to 70%
- Speeds up resolutions for Level One issues by 90%

### MULTIPLE LEVELS OF REPAIR



- 3 settings (High, Medium, Low) applied to group or individuals
- Repair is **NOT a day zero reset**, but a reapplication of a properly working, optimized and compliant state
- Affects operating system files and/or applications; doesn't touch user files, profiles, settings or data (standard recommendation)

### ELIMINATES RE-IMAGING



- Leverages **zero-touch imaging** to enable self-healing
- Persyistent loads pre-boot, after BIOS loads (whether on/off network)
- Retains settings, corporate policies, files, profiles, etc...





## HELP DESK OVERVIEW

Intelligent workspace transformation starts with automation



**SIMPLIFY REPAIR/RECOVERY PROCESS:** When a user calls with a break/fix issue, IT remotely activates an on-demand reboot (or initiated automatically when applicable). During the pre-boot process, right after BIOS loads, Persysent Suite™ applies the last known approved state. And, even if a system contains encryption and compression solutions (ie BitLocker, PGP, SafeGuard, etc.), Persysent's proprietary integration concurrently accesses and loads the image with the all the appropriate security protocols. When the OS system finishes loading (*in about 45 seconds*), it's like the issue NEVER HAPPENED!



**RETURN USERS TO PRODUCTIVITY FASTER:** The initial goal of any help desk interaction is to return the caller/user to productivity as fast as possible. Persysent's automated corrective action enables help desk to resolve issues considerably faster regardless of the level of OS corruption or break/fix status. Not only are the PCs up and running faster, but they are operating at optimal capacity for longer and using your unique group policies and security protocols. Additionally, self-healing is not reliant on a network connection so it works on or off the network and domain.



**IDENTIFY ROOT CAUSES:** After a on-demand or automated self-healing of the OS, Persysent automatically provides IT a detailed change report that notes all the changes made to the desired state. Now, IT can analyze, pinpoint root causes that created the original break/fix situation. This approach creates more time to deal with higher value tasks and other serious issues. This report satisfies compliance requirements.



**MULTIPLE LEVELS OF REPAIR:** Based on need, policy, severity of corruption or compliance, Persysent offers 3 settings to enable self-healing to the last known desired state without affecting profiles, applications or data. Persysent's flexibility allows IT to apply these levels to individual machines, defined user groups or the entire environment. This gives IT the necessary control to save or delete certain files, folders and applications.



Utopic Software is a leading agent to facilitate workspace transformation: End-User Compute (EUC), IT Operations, Unified End Point Management (UEM), and security strategies.

## How we helped:



### THE PROBLEM:

**AnnieMac**, a nationwide mortgage loan provider, was experiencing high call volumes for a variety of support issues including general performance assistance from remote users, user-induced break /fix issues and employee attrition needs. The easiest way to address these problems seemed to simply re-image the asset. This would take upwards of 2-plus hours per machine and oftentimes it rolled back the machine to a Day Zero state. Applications, settings, profiles and encryptions would all need to be reinstalled; and if files were not properly backed up, users would lose that as well. The help desk team needed a more efficient and effective way to process the multitude of issues so that they could limit user downtime, and reduce support costs.

### OUR ACTION:

Persysent Suite's self-healing capabilities provided near real-time corrective action for most break/fix issues reported by AnnieMac employees. Moreover, the process automations applied to 1,000 workstations and remote laptops/tablets across the country, allowed the support desk to realign its priorities to return users to productivity quickly (*fix first, troubleshoot later*), and reassert control over the desired image without reverting to reimaging .

### RESULTS:

Within 60 days, the support desk staff noted a significant decrease in escalated break/fix calls. Similarly, due to the speed and accuracy of self-healing, they noted a drastic reduction in resolution times and user downtime. Additionally, they recorded zero failures when distributing updated snapshots for the desired image. In that time, they achieved ROI and TCO.



[www.utopicsoftware.com](http://www.utopicsoftware.com)

813.444.2231

1213 E. 6th Ave., Tampa, FL 33605