

• Mobility

• Retail

• Machine to Machine



# MEDIA CONTACT

## Centralized management of your remote terminals

*Remote computing, both mobile and fixed, extends the information system beyond the company head office walls. To increase productivity, remote users must have the latest, updated data and be able to receive those updates in spite of irregular connections with the head office. Their terminals must provide maximum reliability and their data must be protected, regardless of their distance from maintenance and follow-up resources.*

In response to these requirements, Telelogos developed *MediaContact*, a comprehensive remote terminal management solution combining station administration, application synchronization and data backup services.

*MediaContact* provides companies with a centralized management environment for its fleets of Pocket PCs, Tablet PCs, laptops, points of sale systems or embedded systems. Its intelligent agent monitors the correct operation of remote terminals round the clock. Its automated processes simplify fleet administration. Its interfaces connect users in the field to all the company's applications. Its technology dedicated to intermittent connections ensures optimized, reliable and secure transfers, even at low transfer rates. And finally, its innovative user friendly interface allows rapid implementation without customized development.

*MediaContact* gives administrators a consistent platform, including all the services they require: remote distribution of software, inventory, monitoring with alarms, synchronization of all the company's data (business applications, messaging system and office application files), centralized backup and restoring.

*MediaContact* is a unique solution in today's market, combining administration, synchronization and backup services into one product. The company manages its remote infrastructure more efficiently, and increases its responsiveness and performance.



# Overview

# Benefits

## Administration • Synchronization • Backup



### • Dedicated technology

*MediaContact* was specially designed to accommodate intermittent or low transfer rate connections (wired, cellular or wireless networks), and the impossibility of physically working on remote terminals. To achieve these goals, the software uses two distinct components: a central server at the head office and an intelligent agent deployed on each of the remote terminals. This agent runs scheduled processes automatically from the server, in both online and offline mode.

### • Process automation

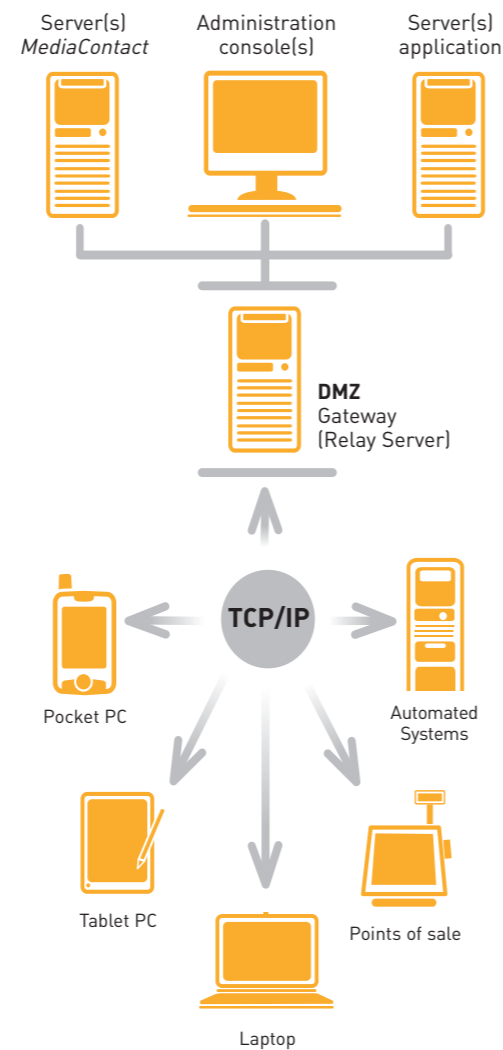
Administrators organize their processes using a “context-sensitive-wizard” and preset functions. A process consists of an administration, synchronization or backup operation, intended for a population of users. These populations may be dynamic (internal requests, external data, etc.) or may result of other processes (inventory for example), thus simplifying fleet operation.

### • Global communication

The connection may be initiated automatically or manually either from the server or the remote terminal. During each connection, *MediaContact* synchronizes its processes, inventory data, alarms, applications, messaging system, remotely distributes software updates and backs up individual data. In just one connection, *MediaContact* includes data exchanges and terminal administration.

### • Security and optimization

*MediaContact* natively incorporates the most advanced transfer security and optimization technologies: SSL encryption, authentication by certificate, differential synchronization (for data, inventories, backups, etc.), compression, check point restart, bandwidth management, automatic transfer rate adjustment according to network type, detection of IP address changes, etc.



Designed to meet the requirements of its customers, *MediaContact* was developed based on case studies performed at numerous companies. These studies revealed the specific requirements of various remote infrastructures, notably for mobile terminals and demonstrated the inadequacies of management solutions for local area networks.

### • For users

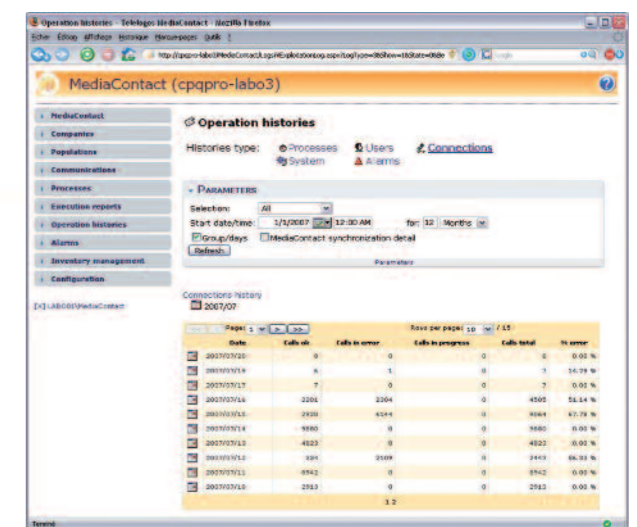
*MediaContact* frees remote users from all technical constraints and lets them get back to their main business activities. Users have access to a reliable workstation and information that is constantly updated.

### • For administrators

*MediaContact* gives administrators all the advantages of centralized, automated management of their fleets. They supervise all remote stations from a single location and are freed from time consuming, repetitive tasks. They retain control over all their terminals through software updates and hardware surveillance. They are alerted whenever an incident occurs and receive diagnostic information to resolve and anticipate failures. In the event of theft, loss or destruction of the terminal, they can individually back up and restore data from the head office.

### • For the company

*MediaContact* improves the efficiency of mobile or fixed remote infrastructures. It conveys information making it available in any location, thereby increasing productivity and responsiveness. It greatly reduces management and operating costs (for example, administrators no longer need to send CD-ROMs to update data or applications). The high levels of customization provided by *MediaContact* allow it to fully adapt to the company's specific architecture and needs. The user-friendly software is a solution that is easy to master and integrate with your company's entire information system.



## Centralized Management

From one central location, administrators define and schedule different *MediaContact* processes for the server and the remote stations that receive instructions at each connection with the server. Processes are independently run and controlled, by the server or remote stations, under the control of a scheduler.

## Processes

- Tasks: software distribution, inventory, monitoring, administration, transfer, synchronization, processing, messaging systems, backup, restoring transfers
- Triggering: server or station, online or offline
- Run Mode: immediate, delayed, and suspended

## Directory

- Integration of centralized directories (LDAP, Active Directory, DBMS), initial importing, dynamic updates
- User management, user groups, multiple companies
- Population management: listed (user lists or groups), selected (result of a query), extracted (result of execution of a process), and external (ADO-accessible database)

## Remote administration

- Restart a system
- Start or stop a service
- Stop a Windows process
- Close a Windows session
- Consult/modify registry keys
- Symantec pcAnywhere, VNC and NetOp Remote Control connectors (direct user access, comprehensive logging of all remote maintenance operations)
- PDA/Smartphone: locking using passwords, restrict access to programs and settings, controlled software installation/deinstallation, kiosk mode, parameter provisioning, blocking/unblocking functions (ActiveSync connections, Autorun.exe execution on SD cards, terminal buttons, telephone usage, voice and data communication during roaming)

## Software distribution

- Applications, updates, anti-virus updates, etc.
- Differential technology
- Automatic splitting over several sessions
- Programmable installation date
- Saving of the application environment

## Centralized inventory

- Hardware, software, systems, registry keys
- Echnologies: WMI (Windows Management Instrumentation), software identified by Windows, signature recognition for incompatible software
- Differential technology: sends only the differences between previous and current inventories
- Management of software licenses (installed, acquired)
- Detailed reports in HTML format, which can be exported in XML or CSV format

## Centralized monitoring

- Monitor server and stations, permanently or on-demand
- Disk: check volume used, volume available
- Memory: check volume available
- Files: check presence and date, creation, modification, deletion
- Software: check installation, presence and use
- Windows Service: check if started or stopped, view status

- Windows Registry: check creation, modification, deletion, value
- Processor: view CPU amount used
- Windows Processes: check creation, deletion, view amounts of memory and processor used
- Windows Event Viewer: all actions
- Check battery level (Pocket PC)

## Alarms

- Administrator or user alarm
- Triggering at end of process, inventory, monitoring, etc.
- Trigger threshold management, grouping, multiple alarm levels
- Alerts by E-mail, SMS, logging
- Related processing: send attachments with alarms, trigger processes, etc.

## Data Synchronization

- Synchronization of heterogeneous central and remote databases
- Automation of SQL import/export (online or offline)
- Synchronization of target/source table record deletions
- Data extraction and formatting functions
- Message queuing: IBM WebSphere MQ interface (IBM MQSeries)
- Differential synchronization, enabling only modified data to be transferred
- Direct synchronization of files and folders
- Automation of FTP commands
- Total automation of MS Exchange and Lotus Domino messaging synchronization (messages, directories, folders, databases)
- SNMP MIB (SNMP TRAP on MediaContact alarm)
- Compatible with supervision software (MOM, Patrol)

## Backup

- Centralized backup on the server
- Differential technology, enabling only modified data to be transferred
- Activation according to network type available
- File/folder tree structure conserved
- Date and frequency can be set
- Restoring from the server

## Communications

- Call: initiated by server or client
- Gateway server (relay server)
- Management of 1,024 simultaneous sessions, distributed over one or more communication servers (each managing up to 256 sessions), reservation of sessions
- Wake up on SMS/Wake up on call: one centralized application can trigger a reinitialization, a local process, or a call to the server (data push) on a remote terminal that is not connected
- Differential synchronization (independent of file formats)
- Compression
- Restart at the break point avoiding unnecessary retransmissions
- Load balancing: schedule calls, set up calling times, etc.
- Data splitting to transfer large files
- Detection of IP address changes enabling data to be pushed from the server (cellular or xDSL networks)
- Dynamic bandwidth management at the terminal end, giving priority to interactive applications over data transfers
- Static bandwidth management at server end with configuration limit

- Automatic adaptation of transfer rates according to network type available

## Security

- SSL/TLS –128 bit AES encryption
- Authentication by digital certificates (remote servers and clients)
- Remote deletion of a terminal's local data, even when not connected (in case of loss, theft, etc.)

## Operation

- Simplified client deployment: generation of customizable self-extracting files, automatic installation on remote terminals, automatic identification using a criteria for the remote terminal (IP, MAC, Login, etc.), automatic creation and reassignment of *MediaContact* clients
- Web console: access using a "Help Desk" service browser
- User friendly graphical interface
- Customizable tree views (10 levels)
- Easy to use and set up, numerous wizards
- Authentication based on Windows user names
- Management of multiple rights with configuration by roles, logging of changes (author, date)
- Activity monitor that displays processes and communications in real-time.
- Detailed activity reports for all operations

## Product Versions

The *MediaContact* suite is offered in 4 product versions:

- MediaContact Management** : administration and backup services
- MediaContact DataSync** : synchronization service
- MediaContact Backup** : backup service
- MediaContact Enterprise** : full version including all three – management, synchronization and backup services

Users can migrate to the Enterprise version without reinstalling.

An EmailSync option is offered in addition to MediaContact Management.

Available in French and English.

## Supported Environments

- Server: Windows 2003/2000
- Client: Windows Vista, Seven, 2003/2000, NT, XP, 98, XP Tablet PC, Windows Mobile 6.x/5.x/2003/CE/Smartphone Edition
- TCP/IP Networks: (GPRS, EDGE, UMTS, HSDPA), (Wi-Fi), xDSL, PSTN, ISDN
- Messaging: integrated agents for Outlook (Windows & PDA), Outlook Express (Windows), Lotus Notes (Windows)
- DBMS: Oracle, Microsoft SQL Server, Microsoft SQL Server Desktop Engine (MSDE)



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