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Endpoint Management Buyer's Guide

A Practical Guide for the Time and Resource-Constrained IT Professional

The Critical Need for Comprehensive Endpoint Management

The workplace is transforming, and keeping up with evolving security threats has become more critical and challenging than ever. **Malware attacks come from all directions and according to IDC, 70 percent of successful breaches begin at the endpoint.**[1] This means that having a comprehensive endpoint management solution is no longer a nice-to-have but rather an absolute necessity.

Endpoint management tools simplify the IT management process and protect organizations by allowing you to centrally manage, update, and troubleshoot devices.

As your endpoint infrastructure continues to grow in complexity, the ability to effectively monitor, manage, and secure endpoints is more challenging. If your organization's endpoints are multiplying faster than you can keep pace, you're not alone. We recently **polled 1,000 IT professionals** across North America and Europe, and while **88 percent** of IT respondents acknowledged the **importance** of endpoint management, nearly **a third** (30 percent) revealed **not knowing** how many endpoints they manage.[2]

Not only are the number of endpoints under your watchful eye growing at a fast rate, but BYOD trends and supporting the shift to a growing remote workforce bring about the need to rethink how you manage and secure endpoints and your company's network.

Endpoint management tools play a critical role in addressing the infrastructure, remote worker, and security challenges facing today's organizations. Ideally, you want to rely on a single solution to simplify the IT management process and protect your organization's infrastructure. We've put together a cohesive guide to help you through the process in choosing an endpoint management solution that proactively addresses security concerns before issues occur.

> ## This guide will help you identify:
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> - ❯ 10 key questions to shape your endpoint management product search
> - ❯ Must-have criteria and capabilities
> - ❯ What value the right solution will deliver
> - ❯ How LogMeIn Central can help

[1] https://securityintelligence.com/why-endpoint-management-is-critical-to-security-strategy/
[2] https://www.logmein.com/central/resources/trends-report?sfdcid=7011B000002KfFv

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10 Key Questions to Shape Your Search

Finding the right provider can feel daunting with a wide pool of software solutions on the market. Before you dive into product evaluations, it is critical to define your own business needs and core requirements. This will help you weed out products that fall short of meeting your criteria, as well as those offering more functionality than you need.

On the next page, there are key questions and tips to create a viable endpoint management solution short list.

We'd love to hear more about your business needs, so please reach out to us when you're ready to take a closer look.

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What features can we not live without?

- Create a basic features list (read on for guidance on recommended capabilities) – split into "Must Have" and "Like to Have"

- Is customization needed to meet our desired feature list?

Tip: Look for a solution that has core functionality features including:

- – **Best-in-class unattended remote access**
- – **Patch management**
- – **Anti-virus management**
- – **Proactive alerts**
- – **Automated task management**

What is the true cost?

- Beyond initial purchase price, what other costs will be incurred? – Are there hidden fees for upgrades, customization, additional licenses, or support?

Tip: Look for a solution that has a true SaaS model with an annual subscription, no hidden fees for upgrading or training, and flexibility to adjust your plan as your business needs change.

What is our desired hosting environment?

Tip: Look for pure cloud-based solutions with cloud-run applications to give you confidence in its scalability, security, and quick deployment.
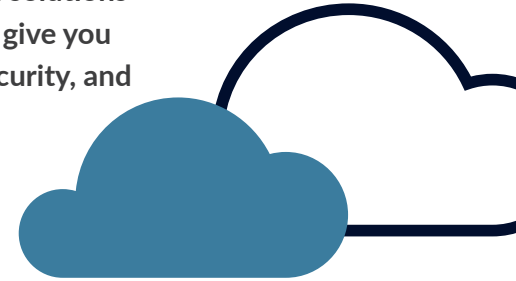
What is the onboarding process and projected time to value?

- Outline the desired timetable to have the product fully up and running

- From the time we sign the contract, how quickly can we be operational?

- Is there an option to deploy during the evaluation and then immediately purchase?

- What are the anticipated timing and resources needed for installation, implementation, and training?

Tip: Choose a solution that has the following:

- – **Intuitive interface so your team can be up and running within a few weeks**
- – **Immediate deployment**
- – **A free trial period so you can test out the product first-hand**

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How will the product address our current needs, as well as those one, two, and five years down the line?

✓ **Tip: Look for a solution that has various quantity tiers to support the number of endpoints you need to manage without breaking the bank, as well as a variety of features to automate routine IT tasks and increase your team's productivity.**

What is the support model?

- Are there varying levels of support packages — for customer support and training?
- Is there additional cost for premium customer support?

✓ **Tip: Your solution should have premium customer support and a robust customer success team to help with onboarding, training, and support.**

How scalable is the product?

- Are there different package and pricing models available as our infrastructure and needs evolve?

✓ **Tip: Choose a solution that has flexibility and various pricing and packaging options to fit your budget and your business needs.**

What reporting and data do we need?

- Is it easily accessible from any device?
- Is it customizable?
- How is it delivered?

✓ **Tip: Look for a solution that allows you to analyze account activity plus track computer inventory, software, and hardware and customize reports based on your needs.**

How proven is the vendor and the solution?

Do your due diligence to find out if the company lives up to the marketing hype

- Ask peers which endpoint management solutions they like and trust
- Check their website for case studies in an industry similar to yours
- Ask the vendor to share their client list

✓ **Tip: Choose a solution that carries brand recognition and has kept up with technology evolutions, so you can trust it will be continuously enhanced to deliver value.**

How does the solution ensure your endpoints are protected from threat vectors and malware attacks?

✓ **Tip: Don't overthink or overcomplicate your solution search. Focus on the core capabilities to ensure your solution delivers on security. You should be able to monitor and protect all computers with proactive alerts, self-healing processes, patch updates and antivirus management.**

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Must-Have Features and Capabilities

What you're looking for from an endpoint management solution is unique to your organization's infrastructure, employee base, endpoints, and budget. However, there are certain features and functionality that should be central to your checklist to ensure you get a comprehensive offering that delivers. These include:

UNATTENDED REMOTE ACCESS

Whether your IT group is a one-man show or a full team, having the most reliable unattended remote access functionality to provide proactive IT support is absolutely critical. Unattended remote access allows IT professionals to remote in to any endpoint at any time without an end user present and control the device as if they were sitting in front of it. Ease of use and reliability for this feature are of utmost importance, as well as functionality that includes:

- Proven reliability and responsiveness, with low latency

- High speed and ease of connection

- High-resolution image quality

- Support for unlimited users

- The ability to group computers by department, office location, or other preference to easily see computer status and do maintenance

- The flexibility to grant administrator rights to users as needed

USER-FRIENDLY INTERFACE

Software built for IT professionals can be overly complicated, taxing internal resources with required training and ongoing product troubleshooting. Powerful solutions with extensive features and functionality do not need to be complex. Remember to evaluate the solution based on both its ability to effectively secure your endpoint infrastructure and the ease of use. Look for a solution that checks the following boxes:

- Intuitive interface

- User-friendly

- Minimal training required to get personnel up and running quickly

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🔍 INVENTORY MANAGEMENT AND AUDIT

Tracking and monitoring your endpoint inventory can quickly become a full-time job. You want to be able to instantly view and report on your entire IT infrastructure to keep a pulse on the age of your critical systems. You also need to identify what is installed on which machines to boost security and productivity and take swift action as needed.

You want to be able to:

- Identify unauthorized or junk software installed on employees' computers

- Pinpoint unauthorized flash/external drives connected to computers

- Confirm software versions are on the latest stable and secure build

- Review side-by-side comparisons of historical hardware, software, and system inventory data by date to track changes over time

🛡 ANTI-VIRUS MANAGEMENT

Securing your computers is no doubt a top priority, but keeping endpoints up-to-date and protected can be frustrating. Ideally, you want an endpoint management solution that gives you the flexibility to manage the anti-virus (AV) software you already have deployed, whether free or paid, or take advantage of built-in AV capabilities so that you don't need to purchase an incremental solution. You want to be able to easily and effectively identify issues on individual machines and remotely access devices in question to fix issues, as well as:

- Manage AV software from a single dashboard

- Identify which endpoints need updates or patches

- View a list of threats, update virus definitions, and initiate scans

- Receive real-time notifications of threats or changes to the software — from anywhere

🔧 PATCH MANAGEMENT

You want to be confident that all of your software solutions are up-to-date to ensure vulnerabilities are minimized. Effective patch management features should save you time, automating the process versus updating systems one by one. Desired functionality should deliver details about the software on every computer within your IT environment, providing immediate insight into what is outdated or at risk. You should be able to:

- Quickly identify vulnerable third-party applications and automatically deploy patches to keep your software up-to-date and protected against threats

- Perform multiple updates simultaneously behind the scenes with no interruption to end users

- Schedule and push out critical software updates during off hours

- Automate software updates on remote computers to save time

- Securely deploy Windows and application updates to out-of-date desktop and mobile devices

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⚙ IT AUTOMATION

Eliminate repetitive tasks by choosing a solution that enables you to run scripts, install software, or push files to multiple computers at once. It's important to look for functionality to support:

- A flexible deployment with a simple-to-use interface that is cloud-hosted
- Proactive alerts to monitor computer health, as well as software and hardware changes
- Self-healing processes which combine automated alerts with solutions to prevent IT from having to address the same endpoint issue again and again

✎ REPORTING

You require access to a wide range of data tied to your endpoints, inventory, and user capabilities. From CPU usage to storage and memory, you need to be able to analyze and audit account activities and customize reports to suit your needs. Look for the ability to receive immediate, automated alerts and monitoring about activities and data that matter most to you, whether related to disc space, software changes, or computers offline. Focus on the following features:

- Customized reporting at the hardware-, software-, and systems-level
- Drill-down data at specific endpoints — from software inventory to user profiles
- Instant access to configurable reports and data from anywhere

- Data to support expedited endpoint evaluation and remediation
- Easily exported reports for third-party auditors, finance teams, and other key personnel

🕐 DEPLOYMENT TIME

When evaluating solutions, it's important to assess how much time will lapse from product selection to deployment. How quickly can your organization be up and running? A cloud-based solution that is easily deployed will increase your time to value and allow you to drive business growth as quickly as possible. It's important to understand the true value a cloud-based solution delivers:

- No installation visits
- NoSQL servers
- No internal server hardware costs or maintenance
- Access from any browser
- Centralized software management and automatic updates

USE CASE
Kiosk, Digital Signage, Point-of-Sale

If you have remote kiosks, POS systems, or digital signage, you likely have thousands of endpoints and need a way to monitor them from anywhere. Find out how Au Bon Pain streamlined remote POS management to boost IT efficiency and maximize uptime.

Read the case study ›

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The Value Your Endpoint Management Should Deliver

As you research and evaluate potential endpoint management solutions, it is important to stay focused on the rewards that your organization should reap. **Don't settle for less than these five benefits:**

INCREASED PRODUCTIVITY
By automating routine — and unexpected — IT tasks, you can work smarter, not harder

EXTENSIVE TIME SAVINGS
Manage and troubleshoot machines to eliminate desk visits, manual installs, and waiting for machines to be unmanned

COST SAVINGS
Eliminate manual ad-hoc and routine tasks to focus on more strategic projects

REDUCE ENDPOINT-RELATED RISKS
Gain visibility into endpoint health and peace of mind that endpoints are secure

QUICK TIME TO VALUE
Straightforward deployment and training gets you and your team up and running quickly

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How LogMeIn Central Can Help

LogMeIn Central is the go-to endpoint management solution for organizations looking to proactively protect their businesses by remotely deploying and automating routine IT tasks and mitigating risk. Central creates a seamless experience for IT professionals and delivers a complete view of the health of each endpoint and managed device from anywhere.

It is trusted by organizations who are serious about simplifying and improving endpoint management — and doing more in less time.

Central provides IT organizations with the speed, flexibility, and insight needed to:

- Increase productivity with an easy-to-use, powerful solution
- Proactively troubleshoot issues with best-in-class unattended remote access, without interrupting end users
- Reduce IT cost and save time by automating redundant, manual processes
- Mitigate risk of cyber threats with anti-virus, patch management, proactive alerts, computer health monitoring, and more!

Learn more: logmein.com/central
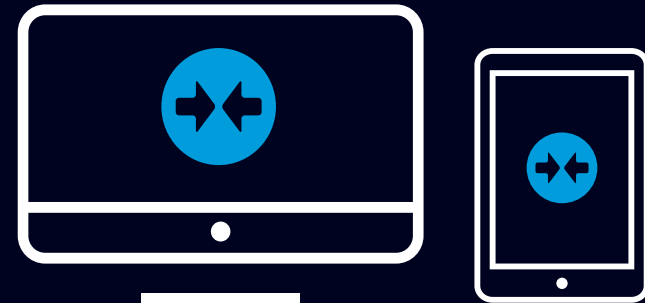
Central has powered more than
3.3 billion
remote sessions to date.

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