

Reporting capabilities generated via CCS Insight



Device Notes Overview Report

Summarizes notes recently added to devices; either automatically (by PSAs), or by users. Use this report to review recent notes activity; such as comments about temporarily changing a monitoring threshold.



Hardware Inventory Report

Summarizes hardware assets on a customer's network and can be filtered to show all discovered devices or specific devices. The report can be tailored to display varying levels of detail by selecting preferred asset information.



Hardware Upgrade Planning Report

Allows you to select minimum hardware requirements, identify devices not meeting the minimum configuration and plan upgrades accordingly. Parameters can be set for CPU type, physical memory and disk capacity as well as warranty and lease expiration.



Last Boot Up Time and Logged In User by Device Report

Provide your customers with a simple device overview that indicates when it was last booted up and who was the most recent user.



Managed Devices by Operating System Report

Displays a quick breakdown of the number of devices by operating system.



Managed Devices SLA Report

Use this report as a reference to show which devices you will and won't be responsible for monitoring under an SLA. In addition, this report also serves as proof that your monitoring system is correctly configured.



Managed Devices Summary Report

Use this report as a reference to show which monitoring is applied to the various managed devices for a customer. It also provides a great summary of operating systems and device classes.



Managed Devices Versus Time Report

Built for billing and PSA/RMM audits, the Managed Devices Versus Time report keeps you updated with devices under management and new customers added over the last period. Using this report, you can now quickly produce a checklist at the end of the month to track and quantify changes to your customer's managed device counts over the reporting period.



Patch Overview Report

Provides an audit of all installed Windows patches throughout an environment.



Printer Consumables Report

This report provides a unique summary of network-based printers in a customer's environment. It includes details on printer make/model, toner levels and page counts for each printer.



Shared Folders Overview

Summarizes shared folders found in a customer's environment. Use this report to audit Windows Servers and identify workstations that have unnecessary shares.



Software Inventory Report

Summarizes software assets within a customer's network that can be filtered to show all discovered software or only devices with particular installed software.

Managed IT Services



Application Availability Report

Supports availability analysis of individual services and service groupings. The report's benefit is it gives an overall assessment of service availability by device or a service across multiple devices.



AV Status Report

The AV Status report provides consolidated reporting of all your antivirus solutions; this includes third party antivirus solutions, Endpoint Security Manager, and AV Defender.



Availability Comparison Report

Empowers you to compare the availability of a set of devices and services over selected time periods and perform trending analysis for early detection of availability issues before they affect the SLAs. This report also supports your upsell efforts by comparing device availability for customers at different service levels.



Capacity Planning Report

Use this report to identify devices approaching utilization limits. This allows you to proactively prevent system failures, correct performance issues and justify and plan hardware upgrades.



Data Protection Report

Logs the status of the backup jobs at a customer site. This report gives a detailed log of all monitored jobs and translates the backup return codes to full detailed results, giving the assurance that the backup system is functional.



Downtime Cost Impact Report

Demonstrates the costs associated with a service downtime for a given time period and the cumulative costs for the entire period.



Executive Summary Report

Delivers a scorecard-based information view to your customers on the business value of the service provided. The scorecard format quickly demonstrates to busy executives that your service is providing business value and meeting/exceeding service level agreements.



Health QuickView Report

Provides a summary view of the Top 5 critical devices in several system health categories.



Monthly Availability Comparison Report

This report provides a great month-to-month comparison of network and business service availability.



Network Assessment Report

Provides a complete summary of a customer or prospect's environment by pulling asset, capacity planning, and security status information from CCS's Professional and Essential agents. This makes it easy to demonstrate quick value without having to purchase a separate tool for asset inventory and capacity planning – invaluable for prospecting.



Network Health Overview Report

Make a quick assessment of a customer's network, using information on the availability of selected services, performance of servers and workstations, network traffic and backup status. This report includes critical security metrics and a notifications summary. This report provides information on the total availability of service groupings, the performance of servers and workstations, and net utilization and bandwidth, as well as critical observations for your analysis.



Network Oversight Report

This 3-5 page executive summary report provides an overall view of the monitored network: summary of the top 5 critical devices in various aspects, application availability, utilization details and backup status.



Notification Summary Report

Use this report to determine which customer is consuming large amounts of technician time, and also to demonstrate value to your customer by showing events that occurred on your customers' networks and your prompt response.



Patch Status Report

This report provides a well-rounded summary of Windows patches for a customer. It provides a summary and the details on devices up-to-date, missing updates and with failed update.



Resource Utilization Report

This report provides a historical overview of CPU, physical memory, virtual memory and disk utilization.



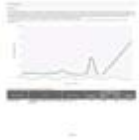
Service Availability Report

This report provides a summary on how available the network infrastructure and business services were over a reporting period.



Site Overview Report

This one page executive summary report provides an at-a-glance view of a customer's network. It includes details on managed devices, critical business services, Microsoft licensing, server uptime and an incident summary. Use this report to provide a monthly summary to a technical business owner who's always on the go.



Technical Summary Report

Provides a technical summary of performance data for mission-critical network devices. These include device resources utilization (CPU, disk, memory), traffic bandwidth utilization, service availability and a notifications summary for a specified time period. This report also has an option to rank devices based on the resource utilization.



Ticket Summary Report

This report leverages Autotask/ConnectWise and provides a high level summary of open tickets versus closed, average time to resolution, and open ticket age, as well as specific details for each ticket opened within the report period.



Traffic Usage Report

Generates an overview of the network traffic. It shows the bandwidth utilization and volume of network traffic on one or more network interfaces. This helps you to identify network usage patterns and bottlenecks, providing insight for network infrastructure upgrades.



Utilization Comparison Report

Perform trend analysis for early detection of utilization issues by comparing device utilization over time, such as 3, 6 or 12 months. Also, document the impact of recent hardware upgrades.

Managed Security



Alert by Category Report

Provides Event Log alerts for each category.



Alert Summary by Category Report

Provides summary of Event Log alerts grouped by category.



Firewall Incident Trend Report

Illustrates the history of incident activity for customer firewalls. This includes a daily assessment of the firewall incident activity and breakdown by severity.



Incident Summary Report

The Incident Summary report shows the number of incidents for each device on a selected customer's network, in order of severity for the reporting period.



Remote Control Usage Report

Built to complement the remote management capabilities in CCS Insight through Remote Support Manager and Remote Environment Manager, this report provides tangible insight into the value of remediation work being performed on a customer site and helps organizations ensure regulatory compliance. This report allows you to report on Remote Desktop Support and managed device remote control sessions.



Security Alert Report

Provides detailed information on Event Log security alerts.