

Consona Performance Manager

What It Is

Consona Performance Manager and its counterpart module, Support Manager, together provide PC optimization tools and help internal IT service desks proactively fix common end user problems. Performance Manager automates and simplifies routine computer maintenance to allow end users' PCs to run optimally and improve performance.

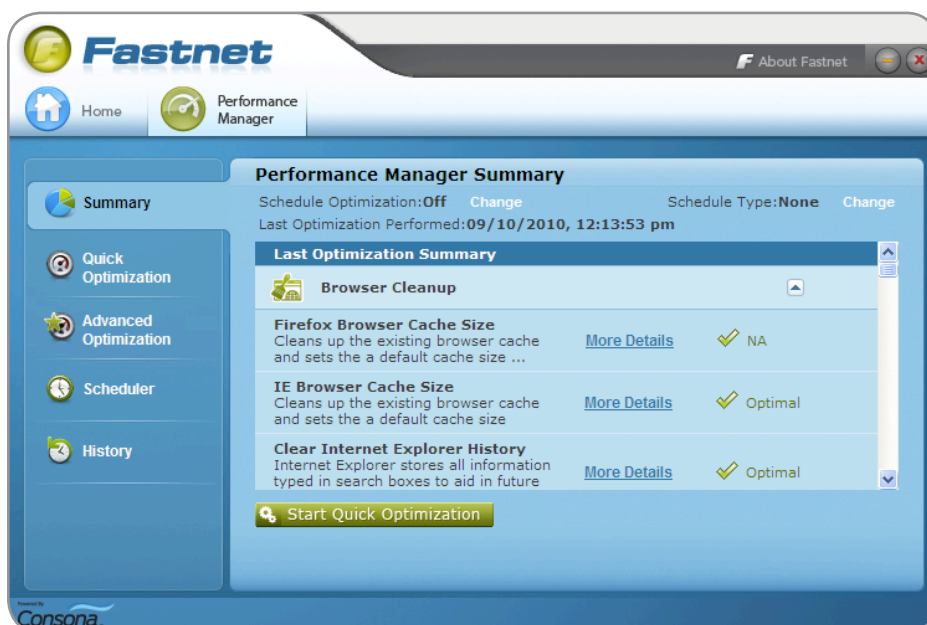
The Performance Manager is a snap-in module to the Consona Dynamic Agent solution. Consona Dynamic Agent is a proactive service, support and marketing tool that sits on the end user's desktop and, based on end user criteria, delivers targeted content (ranging from simple marketing content to complex scripts) in both online and offline circumstances. Dynamic Agent includes the following modules:

- Performance Manager – PC optimization tasks
- Support Manager – Support/service fixes
- Offer Manager – Sales and marketing offers and promotions



Benefits

- Deflection and elimination of IT tasks and cases related to general PC maintenance.
- Clutter-free computers with easy and user-friendly wizard-driven tune-up tasks.
- Maximized longevity and performance of PC assets.
- Optimal application performance and accelerated startups, web surfing and downloads for end users.



Performance Manager Summary communicates optimization status

Why You Need It

Over time, PCs naturally accumulate clutter that slows them down and even causes system crashes. Just as maintenance is important for automobiles, computers need regular tune-ups to run smoothly and efficiently.

However, maintaining an optimally tuned PC takes a great deal more time and technical expertise than the normal end user has readily available. The needs of the end user are best met when they are working on a PC that has been optimized for system performance; the necessary security software installed and configured; the appropriate internet settings tuned, and so on.

The Consona Performance Manager helps IT organizations deflect performance issues to automation, and relieves the burden of immediate end user participation. While users reap the benefits of accelerated startups, downloads and web surfing speeds, organizations save money on repairs and spend less time responding to support-related issues.

How it Works

Relying on Consona's expertise in computer troubleshooting and repair, Performance Manager utilizes the Consona Dynamic Agent framework to work behind the scenes to perform periodic clean-up chores and optimize network, privacy and security settings—whether the user is on- or offline. It provides easy-to-follow access to routine PC fixes and updates so it can make end users' systems work more efficiently and result in problem-free performance.

What You Get

Quick Optimizations

Utilize support optimizations, to tune the device/system based on best practices and known setting configurations for the system specifications.

Advanced Optimizations

Quickly access advanced operating system applications to perform administrative tasks such as adding/removing programs, managing system restore points, and performing hard disk diagnostics.

Scheduler

Schedule optimizations and common maintenance tasks through the Performance Manager's single user interface. System administrators can also schedule tasks as part of the Performance Manager configuration, making them mandatory and unchangeable by the end user.

History

View reports of recent optimizations, including history, which shows the status of each optimization and whether or not it was successful.

Reporting

Out-of-the-box reports are designed to show usage and values associated as well as allow you to restore a computer to the last recorded restore point.

Expansion

With 30+ out-of-the-box optimizations, organizations can easily turn off or edit the baseline expansions, as well as add their own unique or advanced optimizations, including integrations with other vendors. Performance Manager can also be expanded to assist an organization with PC compliance and internal application configuration.

Platform Support

- Windows 7 (32- & 64- bit)
- Windows Vista (32- & 64- bit)
- Windows XP (32-bit)

More on Consona Performance Manager

Key maintenance, policy, performance, and security functions included in the Consona Performance Manager include:

- Browser cache size
- Empty recycle bin
- Remove temporary files from user context
- Cleanup invalid desktop shortcuts
- Enable Windows update
- Enable Internet Explorer pop-up blocker
- Enable Firefox pop-up blocker
- Enable firewall
- Clean system prefetch
- Set system prefetch
- Set DNS cache
- Disable remote registry service
- Disable routing and remote access service
- Configure simultaneous downloads
- Disable script debugger
- Clear Internet Explorer history
- Clear Firefox history
- Clear Internet Explorer URL drop-down list
- Delete cookies stored by Internet Explorer
- Delete cookies stored by Firefox
- Reset Internet Explorer privacy setting to medium
- Erase recently used document list
- Disable Messenger service
- Disable NetMeeting Remote Desktop sharing
- Disable Remote Desktop Help Session Manager
- Disable Telnet service
- Optimize animation & visual effects
- Remove office set up files
- Boot defrag
- Eliminate the Aero Peek Delay
- Clear DNS cache
- Clear memory cache
- Change network card settings
- Disable connection throttling

About Consona CRM

Consona's CRM software product suite facilitates effective and efficient service interactions across proactive, assisted and self-help channels and communities. The only CRM vendor focused entirely on service and support—with a comprehensive, integrated point solution mix and the expertise to match, Consona CRM helps medium to large enterprises with customer service, technical support and/or IT helpdesk operations balance today's issues with tomorrow's requirements.

Consona

Problem: Solved!

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