Automation Technology Advantage

Swimage Monthly Newsletter

Swimage De-risks PC Maintenance and Eliminates Most Downtime

When a PC crashes and bricks, an employee will lose complete functionality until a repair or replacement is made. Now, especially as the remote workforce is larger than it's ever been, the PC is the primary lifeline to the business, making it mission critical and downtime very expensive.

At any time, a PC is at risk of crashing and bricking. However, it is especially vulnerable during PC maintenance, such patches, OS upgrades, application installation, encryption changes, firmware upgrades, etc. If something goes wrong during maintenance, it is not entirely uncommon for the PC to brick and no longer function. In these unfortunate cases, the expense for recovery can be very costly for the business, taking into consideration tech time, user downtime and frustration, shipping costs, hardware costs, and potential data loss.

A bricked device cannot be easily fixed unless an automated recovery

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solution like Swimage is enabled. Normally, recovery would include the employee interfacing with the remote support desk for a lengthy period of time, with absolutely no guarantee that the PC will be repaired. Often PCs are replaced and user data is lost, which leads to lost revenue, lost productivity, and negative experiences.

Instead of wasted troubleshooting efforts, Swimage automation will allow the employee to self-recover a completely bricked device, giving full functionality back to the employee in less than an hour.

Swimage provides the safety net needed to de-risk PC maintenance. No matter the problem and no matter the cause, Swimage can recover a PC quickly, reliably, remotely, and completely. Swimage restores the OS, all applications, and all data. Swimage provides the reassurance that user productivity is not impacted due to any type of PC crash, including the hard-to-reach device.
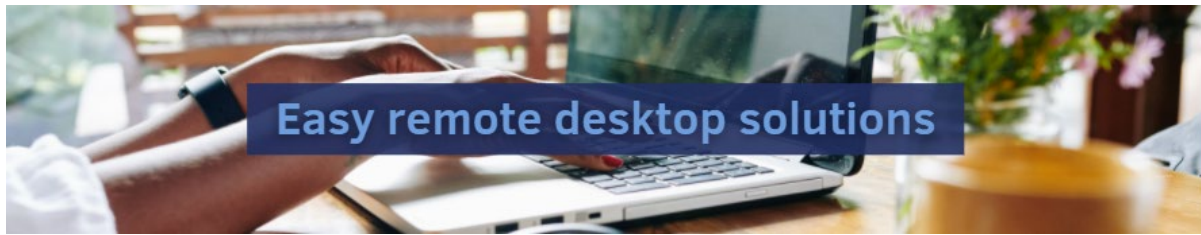
Simplify PC Management Workflows

Swimage automation simplifies various manual PC lifecycle management processes while also reducing operational costs. Businesses of all sizes can automate their PC management workflow and improve performance significantly. The key benefits of automating your PC lifecycle management with Swimage are as follows:

- Reduce user downtime by 80%
- Reduce shipping costs by 90%
- Reduce support costs by 95%
- Increase imaging throughput by 650%
- Improve accuracy and consistency
- Enhance user experiences

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Easy remote desktop solutions

The Swimage PC provisioning solution is second to none, especially for the hardest to reach remote worker.

Swimage will fully recover a PC, typically in under an hour. This works both for using the same hardware or replacing the hardware.

Unlike other tools, when complete, PC users have full functionality returned:

- All data is restored
- All settings and customizations are restored
- All applications are installed
- PC is joined to the domain and secured
- Minimal downtime for the user
- Minimal (if any) technical support required

STEP-BY-STEP
PC Repair

1. Execute Swimage on the PC
2. Wait 30-60 minutes
3. PC is ready for use

Can be initiated by user via self-service or by technician

STEP-BY-STEP
PC Replacement

1. Order PC
2. Hardware Vendor provisions w/ Swimage
3. PC is shipped directly to the remote user
4. PC is unboxed & powered on
5. Execute Swimage on the old PC
6. Type in code on the new PC
7. Wait 5-30 minutes for transfer
8. Turn off old PC
9. New PC is ready for use