



MultiNetwork Manager V7, Enterprise

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MultiNetwork Manager V7 – Enterprise



Product Description

MultiNetwork Manager Enterprise (MNM) is Globesoft's comprehensive offering enabling controlled, cost effective and risk free roll-out of MNM to a group of users. It is designed to fully support an IT department both during deployment and operation of MNM. It enables an organization to gain maximum business benefits from the product, both in terms of cost savings and enhanced productivity. MNM Enterprise has been developed to provide an offering that can be customized or packaged to meet an IT department's specific software handling requirements.

MNM Enterprise Product is comprised of four components: MNM V7 software, site level software (> 99 users), support & upgrades and services.

1. MNM 7 enterprise software.

Besides the components and features available in MNM V7 Professional, the MNM V7 Enterprise edition also includes the following functionality:

Push profile functionality

Push profile functionality allows an IT department to push out new profiles or updated profiles to remote computers and have MNM V7 Enterprise install them automatically. The push profile functionality relies on the existence of a utility to push out registry updates. It also needs access to pushed out files or a common file server that all clients can access.

Control user rights and privileges

There are several configurable options that control user access and privileges. Many of these are configurable via the registry (see release notes document). Apply and edit privileges per component are however set from the Tools->Grant revoke user rights menu item in MNM V7 Enterprise edition.

Pre-configured profiles

MNM V7 Enterprise client software provides the possibility to create a set of pre-configured profiles during installation. Typically an organization will create an @Office profile to enable users to recover to their office settings at any time without the need for IT support.

The pre-configured profiles are normally prepared with the export utility and distributed together with MNM V7. The release notes document describes this in detail. GlobeSoft will, for orders exceeding 249 licenses include a customer specific MSI installer that can be used to install pre-configured profiles. This wrapper can also later be used to push out upgrades of MNM.

Usage statistics

MNM V7 Enterprise provides valuable feedback to the IT department concerning MNM utilization. This will enable an IT department to track how typical users in their organization roam between different sites as the users conduct business.

Component selection

Component selection makes it possible for an IT department to hide certain powerful components that they do not want end-users to be able to edit. However these components can however still be used by IT administrators when working with profiles. This is fairly common for the registry and environment components.

2. Site level software

Disable on-line license activation

The Enterprise edition can for quantities exceeding 100 licenses be prepackaged with a site license that does not require activation against GlobeSoft servers. Site licenses require a customer specific installer branded specifically for the customer. For quantities exceeding 249 licenses, GlobeSoft will include development of the customer specific installer. The installer will be a complete package that also includes any pre-configured profiles and other customer specific configuration options.

Help file source code

Source code to the help file is provided to site level enterprise customers, enabling IT departments to tailor help information for their own situation. This will reduce the number of helpdesk calls and allow an IT department to communicate company policies and other company specific information to end-users. A customized context sensitive help file will be of significant benefit to end-users as it will reduce the time spent searching for corporate specific information. As end-user feedback is received by the IT department the help documentation can be improved and updated.

3. Support & Upgrades

Support, phone and active email

MNM V7 Enterprise support is provided according to committed service levels as outlined below and includes second line phone and email support from engineers working together with the engineers developing the product. The level of responsiveness and scope can be tailored individually for each customer but the default maximum is a 12-hour window during business days.

Updates

Updates include all fixed bugs. Sometimes updates are released as patches and other times as MSI packages. All updates are made available to all customers.

Upgrades

MNM is constantly being enhanced to ensure that the product complies with changes made to the Windows operating system and other third party products. MNM is also constantly updated to comply with the rapid growth of new standards and products. All enterprise customers are entitled to 1 year of free upgrades and customers with a 500-user seat license or more are entitled to two free years.

4. Services

Custom installer

All MNM V7 Enterprise customers are provided a comprehensive set of release notes. This document is an essential aid in helping companies configure and tailor MNM V7 to their specific needs. It contains a rich set of configurable options that help customize MNM V7. A customer specific installer preferably installs most of these settings. GlobeSoft recommend that the customer specific installer be a nested MSI package that wraps the standard MNM V7 installer.

MNM V7 Enterprise licenses exceeding 250 users is shipped as a nested MSI installer together with installer instructions. This means that GlobeSoft provides the customer with an installer framework that the customer can use to install customer specific settings. The installer is branded with the customer company logo. The installer can later be reused to install future releases of MNM, together with the company specific settings, without further assistance from GlobeSoft.

Roll out assistance

A key Account Manager together with GlobeSoft's customization team and support engineers will be available to assist and ensure a successful roll-out of MNM. GlobeSoft has experience from many networking environments. The GlobeSoft staff is brought together to develop the right solution for each customer. This work will result in a specification for how MNM V7 Enterprise should be configured and tailored specifically for the customer. All options are available in the release notes document, but discussions with GlobeSoft's

personnel makes it much easier to understand what options are available and how they fit the customer needs. Roll-out assistance also includes assistance with planning for pre-configured profiles.

Professional services and customization

GlobeSoft has a dedicated team of MNM professionals available to assist companies in creating customized features or plug-ins for MNM V7 Enterprise. This often involves adding completely new functionality that can be applied via the MNM user-interfaces. MNM V7 Enterprise software contains a set of plug-in API's that make it possible to extend the functionality of MNM while maintaining the look and feel of an integrated part of MNM.

Our professionals are very experienced and have worked with MNM in a wide range of environments. This experience can be leveraged to discuss and propose networking and other solutions around an MNM V7 deployment. Our services organization often has application specific scripts that work with third part products.

One very important fact about GlobeSoft is that we do not have consultants that work solely with professional services. It is our core engineers that rotate and share this opportunity to broaden their understanding and share with others.

Training

GlobeSoft can also offer MNM V7 Enterprise customers in depth training for IT professionals or end-users as necessary.

Appendix, MNM V7 enterprise price list

	>999	500-999	250-499	100-249	50-99	20-49	10-19
Enterprise RTU (\$US)	28	31	34	36	40	45	49
Support & Upgrades							
Support and updates (%of RTU/year)	20%	20%	20%	20%	20%	20%	20%
No. of free support cases/year	75	35	15	5	2	2	2
No. of years with free upgrades	2	2	1	1	1	1	1
Site level Software							
Disable on-line license activation	Yes	Yes	Yes	Yes	No	No	No
Help file source code	Yes	Yes	Yes	Yes	No	No	No
Services							
Custom installer (US/h)	\$ 0	\$ 0	\$ 0	\$ 125	\$ 125	\$ 125	\$ 125
Roll-out assistance (US/h)	\$ 0	\$ 0	\$ 0	\$ 125	\$ 125	\$ 125	\$ 125
Professional services & customization (US/h)	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125
On-site training/Training (US/h)	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125
30% Educational and non-profit org. discount							