



**STRATOSPHERE  
NETWORKS**

# PLATFORM as a SERVICE (PaaS)

## EMPOWER YOUR IN-HOUSE IT TEAM WITH PLATFORM as a SERVICE (PaaS)

Are you a professional in the IT department whose team struggles to keep up with evolving technologies, time-consuming and mundane tasks and constantly changing IT security threats? The Stratosphere Networks team can help internal IT staff contain costs and boost productivity with our Platform as a Service (PaaS) offering. This solution is ideal for in-house IT teams at midsize companies that could benefit from automation and access to cutting-edge tools.

Our PaaS offering consists of two main components:

- ✦ STRATOSPHERE AUTOMATE AND CONTROL
- ✦ STRATOSPHERE MANAGE



**HIPAA  
COMPLIANT**

**98%**  
CUSTOMER  
SATISFACTION

**\$80,000+**  
IN CONTRIBUTIONS  
& DONATIONS

**600+**  
HOURS OF  
COMMUNITY  
SERVICE

**99%**  
CLIENT  
RETENTION RATE

**5x**  
BEST  
PLACES  
TO WORK  
IN CHICAGO  
**CRAIN'S**



**IT DEPARTMENT  
OF THE YEAR**

Contact us at: [877-599-3999](tel:877-599-3999) or [sales@stratnet.com](mailto:sales@stratnet.com) for more information.

# STRATOSPHERE AUTOMATE AND CONTROL

With our Automate and Control solution, you'll no longer have to devote hours of valuable time to mundane tasks. Reach new levels of effectiveness and productivity with remote monitoring and management abilities.

## STRATOSPHERE AUTOMATE

Make your IT team more effective than ever by automating these routine support tasks. Free up your technicians' time so they can focus on higher priority issues and bigger, more complex strategic projects.

You'll also have access to customized scripts developed by Stratosphere specifically to meet your company's needs.

Examples of tasks that can be performed across multiple devices at once:

- Supported software installation
- Supported software updates
- Microsoft Windows updates
- Microsoft feature upgrades
- Microsoft security updates

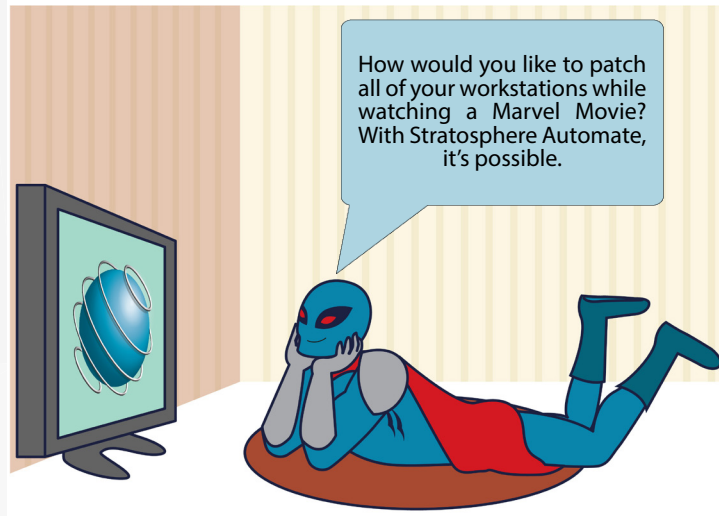
The screenshot displays a comprehensive dashboard for a workstation. At the top, there's a navigation bar with 'Dashboard' and 'Control' options, along with various system status icons. The main content area is divided into several sections:

- OVERVIEW:** Shows system metrics like '14m 49s' (uptime), 'MEM 36%', and 'CPU 1%'. It includes a table of system details such as Last Login, Manufacturer (VMware, Inc.), AntiVirus (Windows Defender 10), MAC Address, OS (Microsoft Windows 10 Pro x64), Contact, BIOS Flash (6.00), Last Contact, Main Board (440BX Desktop Reference Platform), AntiVirus Definition (7/2/2019), Local Address, Windows Update (7/2/2019 1:09 pm), Contact Email, Temp Files (643 39 MB), Device Uptime (6d 20h 2m), Last Heartbeat (7/3/2019 11:27 am), Installed Date (4/26/2019 11:24 am), Router Address, Asset Tag (No Asset Tag), Phone, and Domain (WORKGROUP).
- SCRIPTS:** A table showing script execution status: 0 Running, 0 Failed, 1 Successful. One script is listed: 'Agent Maintenance - Contract\*' with a status of 'Success' and user 'root'.
- SYSTEM:** Displays 'Microsoft Windows 10 Pro x64' with version '10.0.17763' and 'Power Profile High performance'.
- HARDWARE:** Lists CPU (Intel(R) Xeon(R) CPU E5649 @ 2.53GHz), Memory (8192 MB 1/1 Bank Used), Video Card (VMware SVGA 3D), and Displays (1).
- PATCHING:** Features a '83% Compliance' gauge and a table of patching status: 0 Failed, 1 Not Attempted, 5 Installed. It also shows 'Approved Patches' and 'WUA' details.
- SERVICES:** Shows 4 services, with one 'Stopped (Automatic)'. The list includes Group Policy Client, Downloaded Maps Manager, Software Protection, and Windows Modules Installer.
- SOFTWARE:** Lists 'Recently Installed Apps' such as Automate Control Center, Microsoft Visual C++ 2013 Redistribut..., Microsoft Visual C++ 2005 Redistribut..., and Microsoft Support and Recovery Assis... with their respective installation times.

View real-time data for workstations and servers through an easily accessible web

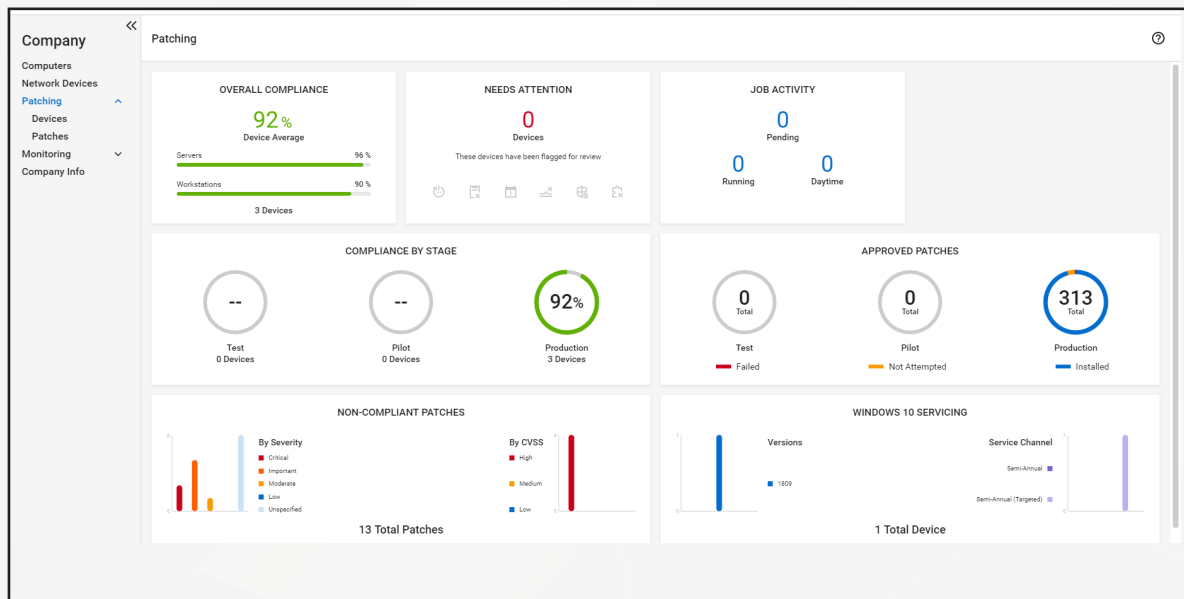
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# STRATOSPHERE AUTOMATE



## Other examples of time-consuming tasks that can be automated:

- ✦ Software management
- ✦ Auto-remediation of common issues, such as disk clean up, and restarting failed critical services
- ✦ Scheduling tasks for specific dates and times in the future (e.g., so you don't have to log into a machine to reboot it at midnight)
- ✦ Ensuring software compliancy across your environment i.e. every PC has anti-virus software installed
- ✦ Monitoring critical systems and receiving alerts via email ticketing
- ✦ ISP monitoring
- ✦ Ping monitoring of network devices
- ✦ Website monitoring
- ✦ Asset discovery and management tracking

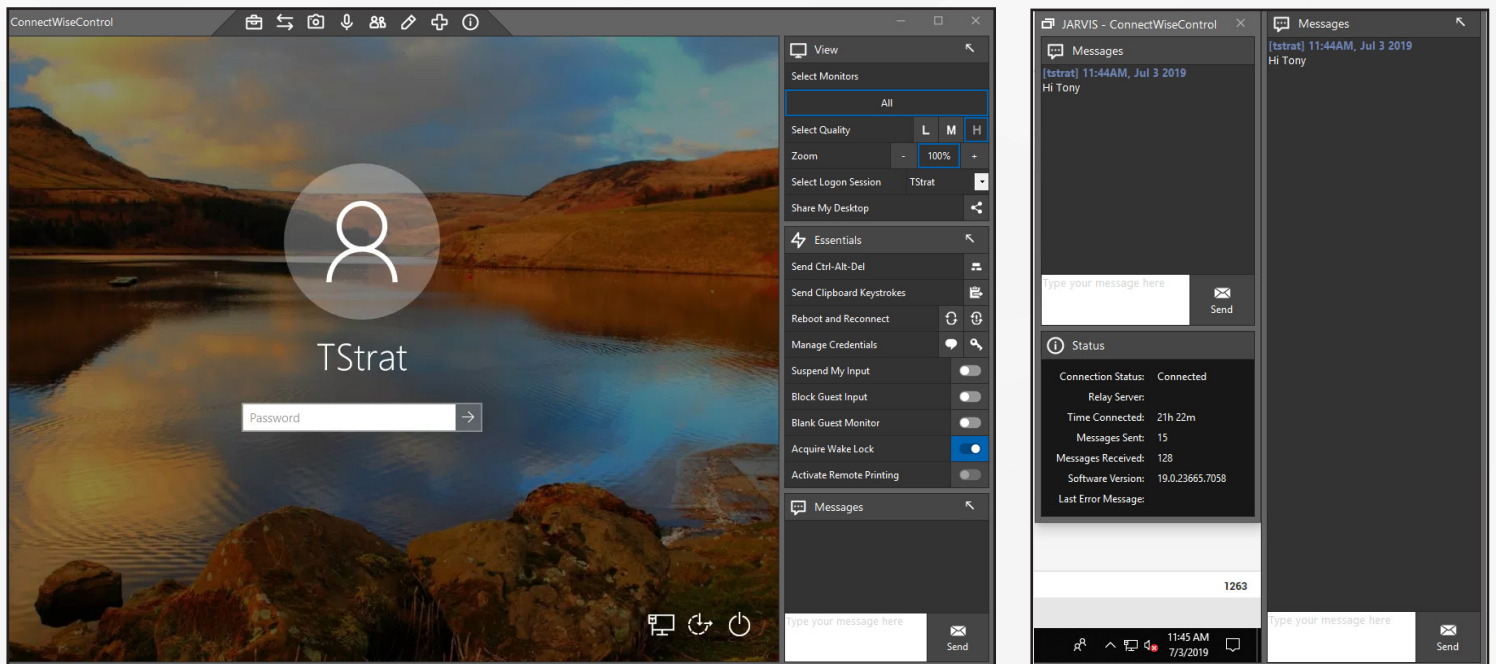


Identify overall patch health such as compliance scores and install/missing Windows patches.

# CONTROL

Remotely control devices so you can fix IT issues fast, no matter where you are. Get fast, secure access from any device and any location.

- ✦ Quickly provide end user support by logging into their machine from anywhere, as long as you have an internet connection.
- ✦ See the end user's desktop as they see it.
- ✦ Get real-time info on a workstation without disrupting the end user.
- ✦ View multiple monitors.
- ✦ Gain access to critical tools to troubleshoot and resolve issues faster.
- ✦ Get unattended access, so the end user doesn't need to be present for you to log on to their machine.
- ✦ Leverage live chat and messaging. Open a chat window with the end user while connected to their machine.
- ✦ Securely capture end user Windows credentials to be used later during troubleshooting sessions.

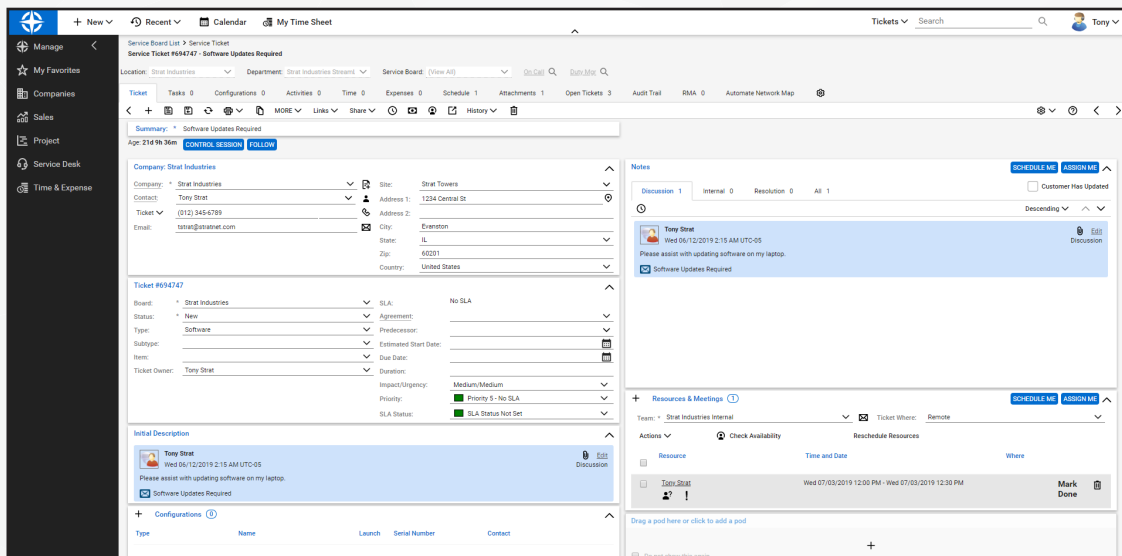


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# STRATOSPHERE MANAGE

This business management solution allows your organization and your IT team to operate more efficiently with the following benefits and features.

- ◆ **Ticketing management:** Manage end users' IT support requests with a cutting-edge ticketing management system. An IT manager can easily organize and prioritize multiple requests, in addition to accessing historical data.
- ◆ **Optimized workflows:** Set automated alerts to ensure efficiency. For example, if a ticket hasn't been closed within four hours you will receive an email reminder.
- ◆ **Asset management:** Keep real-time data on hardware, software, warranty expiration dates, serial numbers, versions and release dates, and more.
- ◆ **Knowledge base:** Build your own library of essential info.
- ◆ **Time management:** Manage you team's time, auto assign tickets to your team, ticket time tracking, time tracking issues, etc.



## INTEGRATE STRATOSPHERE CYBERSECURITY AND BC/BDR

Our PaaS solution easily integrates with our managed cybersecurity offerings and our Business Continuity (BC), Backup and Disaster Recovery (BDR) solutions to allow your team to operate as efficiently as possible and stress less about staying on top of the constantly changing IT security threat landscape.

Here are just some of the advantages of integration cybersecurity solutions with our PaaS offering:

- ◆ Gain the ability to automate security solution deployments.
- ◆ Get patch and compliance reports for all machines.
- ◆ Access detailed reports about hardware inventory.

Learn more about our cyberservices and solutions by visiting [www.stratospherenetworks.com](http://www.stratospherenetworks.com).

*With PaaS from Stratosphere, your IT team can reach new heights of productivity and efficiency. Learn more today by calling 877-599-3999 or emailing [sales@stratospherenetworks.com](mailto:sales@stratospherenetworks.com).*

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