



# PRODUCT CATALOG

SEE WHAT NANOHEAL CAN DO FOR YOU

## CONTACT INFO

514 East Timpanogos Circle  
Building G, Suite 2100  
Orem, UT 84097 USA

E : [sales@nanoheal.com](mailto:sales@nanoheal.com)  
W : [www.nanoheal.com](http://www.nanoheal.com)  
P : 855.436.4621

2019 / 20

# INTRODUCING NANOHEAL

---



## THE CHALLENGE

---

The workplace is changing. Companies are turning away from traditional business models and focusing instead on digital transformation and employee enablement. Users expect to have a seamless transition between necessary applications, services, and data, across devices, networks and locations. Trying to achieve this can cause extra strain on IT services.

## THE SOLUTION

---

Nanoheal allows IT services to be integrated into end- users' everyday lives. It provides non-intrusive solutions that can decrease frustration and improve a user's satisfaction with IT. Nanoheal's easy to use app can schedule regular maintenance to prevent issues from occurring, push resolutions to devices, and self-heal without any human intervention.

## OUR SOFTWARE

---

Nanoheal features an extremely low footprint and limited resource utilization. Based on principles of script-less automation, its intuitive workflows identify and fix problems even before users experience them. IT can easily access, control, manage, remediate, and optimize all devices connected to Nanoheal—regardless of geographic location. Real- time monitoring and analytics allow IT easily survey connected devices, detect end-user trends, and gain valuable insights into the company's digital environment.

# NANOHEAL DESKTOP CORE



## NANOHEAL CLIENT

Client software installed on endpoint devices.



## ASSET DISCOVERY

Capture hardware and software asset data from endpoint devices and store it on the Nanoheal Server. Data can be viewed from the Command Center.



## HARDWARE MONITORING

Monitor processor performance, memory performance, physical disk performance, logical disk performance, Network statistics, SMART HDD statistics, and battery performance on connected devices.



## SOFTWARE MONITORING

Monitor boot time performance, application execution frequency, application load time, application installs and uninstalls, and overall application usage on connected devices.



## COMPLIANCE MANAGER

Define multiple compliance criteria for endpoint devices and monitor the overall compliance level of connected devices.



## SILENT INSTALLATION AND NETWORK DEPLOYMENT

Ability to Install the application silently and across the connected LAN network with out any user intercation.



## SELF-HEALING AUTOMATION

Set automations to execute in real-time when a specific issue is detected on end- point devices.



## SELF-SERVICE SYSTEM

Provides an intuitive self-service system for end-users to perform issue resolution(s) with one-click.



## INTRUSION DETECTION & CONTROL

Monitor and control the changes on critical recourses of connected devices including, registry, services, OS files, etc.



## ANTIVIRUS MANAGER

Manage antivirus actions and policies on connected devices. Nanoheal supports multiple popular anti-virus products.



## REGISTRY PROTECTION

Monitor and protect data under required registry keys.



## SCHEDULE MAINTENANCE

Schedule various automation tasks to run on connected devices.

**Nanoheal  
empowers users  
to solve problems  
themselves.**



# IT MANAGEMENT



## SOFTWARE & CONTENT DISTRIBUTION SYSTEM

Distribute software and other content from the Command Center to connected devices.



## PATCH & UPDATE MANAGER

Manage and control delivery of OS patches and updates on connected devices.



## PROGRAM EXECUTION CONTROL

Block the execution of blacklisted programs on connected devices, monitor and block execution switches, MSIs, and block application execution using digital signature properties.



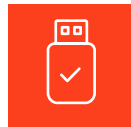
## WINDOW DISPLAY CONTROL

Manage appearance of various system setting windows on connected devices. Example: Automatically hide "Registry Editor" window when users try to open it.



## SERVICE PROTECTION

Monitor and control changes to any Windows service on connected device. Resolve any crashes in service or accidental stops.



## USB CONTROL & PROTECTION

Control or block the usage of USB storage devices on connected devices, including: file size, file type, device type, password control, etc.



## EMAIL & DOWNLOAD PROTECTION

Control or block which file types can be exchanged on emails or in browsers by extensions or keywords.



## FILE DIRECTORY PROTECTION

Monitor and control changes to required files and folders on connected devices.

# MOBILE DEVICE MANAGEMENT



## MOBILE DEVICE MANAGER

Provides best-in-class mobile device management capabilities and meets compliance and management requirements for BYOD and enterprise provided devices.



## MOBILE APP MANAGER

Manage applications on connected mobile devices. Make apps mandatory or prohibit their use.



## MOBILE CONTENT MANAGER

Distribute secure content to connected mobile devices. Users can only view shared content in the Content Manager.



## SECURE BROWSER

Control users' browsing activities on connected mobile devices, blacklist or whitelist URLs, and measure browsing activity.



## SECURE EMAIL

Preconfigure Nanoheal email client to organizations email infrastructure, manage policies including text copy restrictions, mail forward and reply restrictions, and local email retention.



## NANOHEAL KIOSK

Turn any mobile device into a kiosk. Set multiple handling rules for multiple user profiles.



## NANOHEAL STORE

Publish approved apps for connected mobile devices. (Mobile version of the Self-Service App Store.)



## MOBILE SELF-SERVICE

Mobile version of the Self-Service System.



### OFFLINE MDM

Manage connected mobile devices when they are not on a cellular or WIFI network.



### GEO FENCING

Track and control features of connected mobile devices based on location.



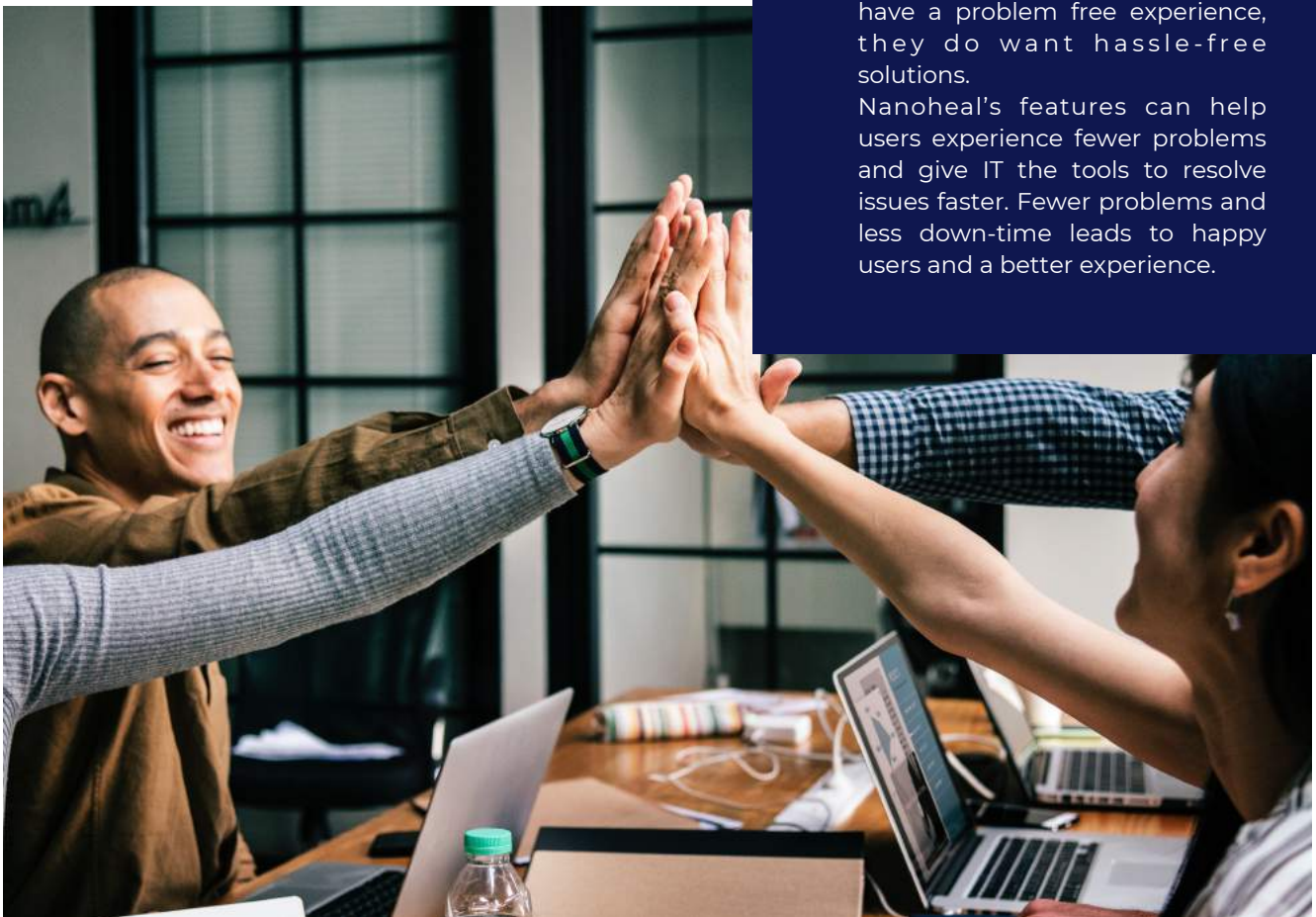
### CELLULAR USAGE MANAGER

Monitor usage of cellular services on connected devices. Apply rules for outgoing and incoming calls, and SMS usage.

### FEWER PROBLEMS. LESS DOWN-TIME. BETTER EXPERIENCE.

There are few things more frustrating than technical difficulties. They're tedious, time consuming and throw you off your groove. While no one familiar with the digital world expects to have a problem free experience, they do want hassle-free solutions.

Nanoheal's features can help users experience fewer problems and give IT the tools to resolve issues faster. Fewer problems and less down-time leads to happy users and a better experience.



# DESKTOP PASSWORD RESET



## PRE-LOGIN INTERFACE

Provides a self-service user interface on the login screen of connected devices.



## ACTIVE DIRECTORY PASSWORD RESET

Setup password reset self-service, set recovery questions, apply impersonation credentials, and enable or disable password reset feature.



## LOCAL USER PASSWORD RESET

Password reset self-service for local system accounts on Windows-based connected devices.



## SERVICE DESK PASSWORD RESET

Service Desk and IT administrators can perform password reset on behalf of users in the Control Center.



**OUR PLATFORM CAN BE INTEGRATED WITH MOST POPULAR SUPPORT TOOLS SO YOU CAN MANAGE ALL YOUR DEVICE NEEDS FROM A SINGLE CONSOLE.**

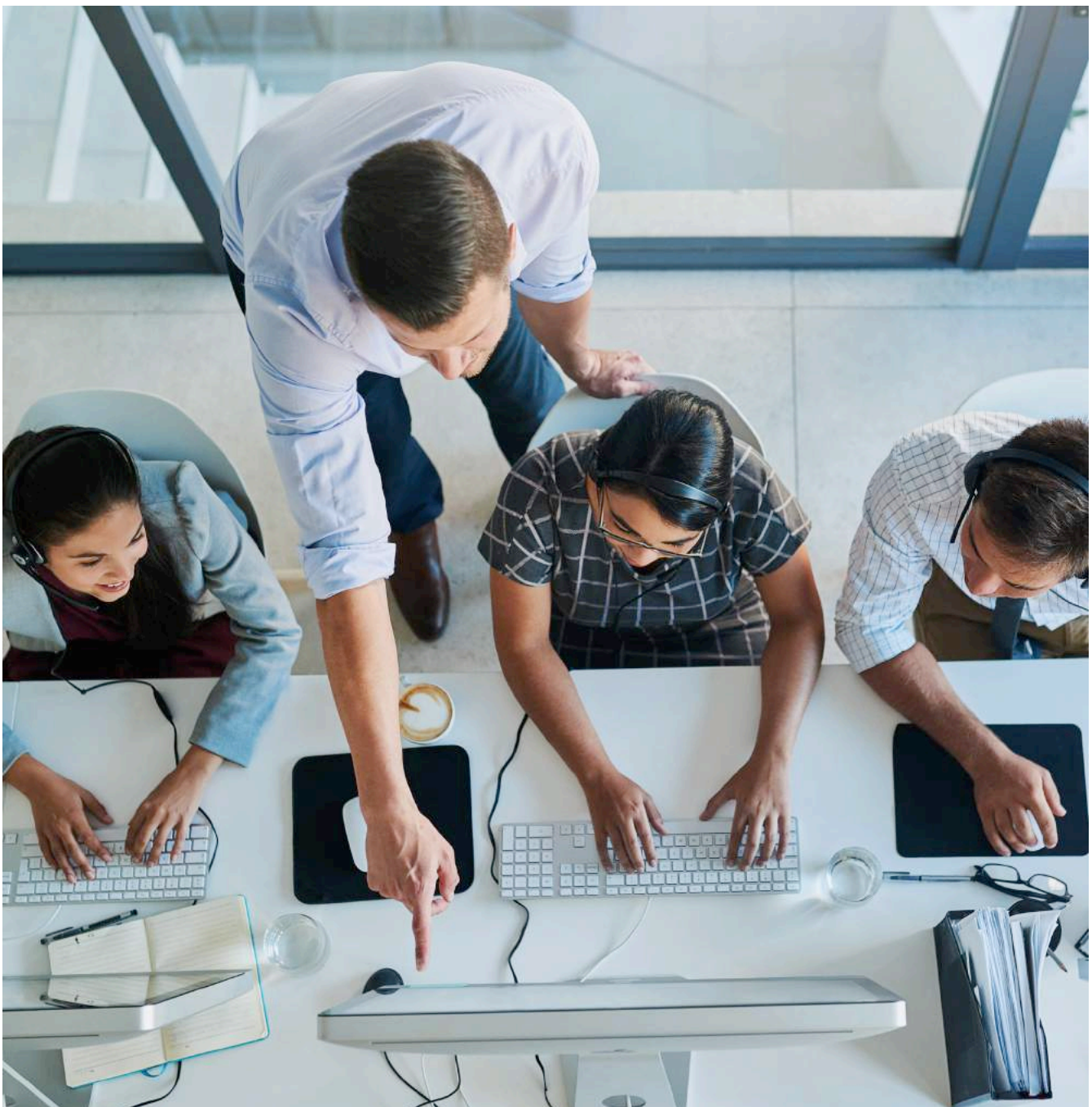


## BOT ASSISTANT INTEGRATION



Nanoheal has APIs that can be integrated with other Chatbots to assist end customers discover solutions to technical issues quicker.

With content from Nanoheal's knowledge base, the Bot Assistant can suggest troubleshooting options to customers to resolve their device issues. Upon receiving confirmation from the customer, Bot Assistant can also trigger a resolution on behalf of the customer. If the issue is not solved it can create a support ticket which will be routed to a human agent.



## DEVICE ANALYTICS - 365 DAYS



Nanoheal's Analytics engine continually collects intelligence about end users, their devices and the application performance – for example, sufficient memory and spikes in application errors etc. You can study the analysis and prioritise trends that impact the end-user experience.

Using this approach, you can put the right applications, devices and access in the hands of the right people at the right time. The assessment can enable companies to decide which factors to take action on immediately and which to monitor over time. Users with greater precedence, such as those related to revenue-generating roles, can be prioritised, kept issue-free and productive.

Key benefits are:

- Improved end-user satisfaction and productivity
- Get control over the proliferation of end-user apps and devices.
- Ability to position resources for optimal business impact and drive down unnecessary costs. Control costs for devices, software licensing and other IT resources.
- Increased visibility and alignment between IT and the business
- Ability to refine and evolve roles for continuous improvement into the future, and identify which users should be targeted for new technologies or services.
- Ability to generate access and create reporting dashboards specifically designed to monitor and report for continual process improvement
- Performance-based system refreshes: rather than refresh systems based solely on purchase date, end-user devices that are identified with poor performance can be prioritised first.

## DEVICE ANALYTICS - 90 DAYS



Same as Device Analytics- 365 Days, but is only for 90 days

# NANOHEAL INFRASTRUCTURE

## 1

### SERVER DEPLOYMENT

Nanoheal will provides you with an option to deploy the software On-Prem or on Your own cloud. Nanoheal will provide you with the server binaries and all other tools that will enable you to install Nanoheal on your enviornment by yourself.

The tools provided will include documentation on how to determine infrastructure sizing, network rules, FQDN setup, security certificates needed, post deployment test planning, backup planning, etc.



**NANOHEAL AUTOMATES ACTIVITIES & OPTIMIZES PROCESSES  
SO YOU CAN FOCUS ON WHAT'S IMPORTANT**

## SERVER COMPONENTS



### COMMAND CENTER

---

Administrative console used by workplace services administrators, managers, and management team(s) to manage connected devices, perform proactive or reactive action, and get operational data and reports.



### NOTIFICATIONS

---

Define multiple proactive monitoring criteria for the endpoint environment. Notifications can be viewed in the Command Center on realtime and issues can be proactively addressed by the service desk or IT administrators.



### ANALYTICS

---

Create and retrieve custom or pre- configured reports.



### TROUBLESHOOTER TOOLS

---

Diagnose and resolve issues by accessing remote troubleshooting tasks in the Command Center that can be executed on connected devices with one-click.



### CUSTOM TROUBLESHOOTERS SETS

---

Configure & assign custom troubleshooters to machines, sites or groups through the server portal / Command Center UI.

# NANOHEAL ADD-ONS

---

**1**

## API SERVICES

Nanoheal provides API services so that your applications can communicate and work smoothly with Nanoheal. This service is only available if Nanoheal is used on more than 5000 endpoints.

**2**

## SERVICENOW

Nanoheal provides ServiceNow connector as an Addon service. This is only available if Nanoheal is used on more than 5000 endpoints.



# NANOHEAL SERVICES

**1**

## VAPT 3RD PARTY CERTIFICATION SERVICE

Nanoheal will provide the 3rd party certification for thier SAAS infrastrucure for every major release of the software.

It can be availed as an add on service if the security testing has to be performed on an instance on customers private cloud or on-prem infrastructure.

**2**

## LOCALIZATION SERVICES - DESKTOP CLIENT

Nanoheal provides language localisation services for the Nanoheals' desktop application. Localisation service include:

- Support for localized OS
- Client UI localization
- Installation wizard localization
- Localisation of popups and message boxes (Nanoheal generated)
- Reconfiguration of automations to support localization, where ever required.

Note: You must provide Nanoheal with the localisation document to avail this service.

**3**

## LOCALIZATION SERVICES - MOBILE CLIENT

Nanoheal provides language localisation services for the Nanoheals' mobility application. Services provided are similar to Desktop Client Localisation services

Note: You must provide Nanoheal with the localisation document to avail this service.

## 4

## LOCALIZATION SERVICES - SERVER APPLICATION

Nanoheal provides language localisation services for the Nanoheals' Server application. Localisation service include:

- Dashboard localization.
- Re-configuration of reports and underlying report queries to support localized OS messages.

Note: You must provide Nanoheal with the localisation document to avail this service.

## 5

## NANOHEAL PROFESSIONAL SERVICES - REMOTE

### ON PREM/CUSTOMER CLOUD DEPLOYMENT & MAINTENANCE

As part of Installation & Maintenance, Nanoheal provides:

- A structured project work breakdown, considering all environmental parameters. Coordination of the deployment project along with other activities of overall Nanoheal implementation.
- Setup server and install scripts to deploy Nanoheal server applications components on your infrastructure.
- Post deployment testing & closure report.
- Maintenance change plan including, pre-implementation activities, implementation activities, change validation activity, and recovery activity (in event of the change failure).
- Actual implementation of the change, along with post implementation review and related documentation.

## ITSM & 3RD PARTY SOFTWARE INTEGRATION

Nanoheal can integrate with an ITSM systems, CRMs, remote takeover tools, ID federation system, etc. that you may already be using in your environment. This service is dependent on API availability from required systems and clear workflow documentation.

## ON-SITE DUE DILIGENCE & AUTOMATION CONSULTATION

Nanoheal will work with your IT team to:

- Use ticket data and apply statistical methods to find top call generators. The correctness and sanity of the data is very important.

---

- Interview and submit questionnaires to collect input from users, service desk teams, and deskside engineers.

---

- Identify the actual issues which can be considered for automation, and capture the SoP for these issues.

---

- Prepare an automation plan with suggested implementation schedule.

---

## ON-DEMAND TRAINING

Nanoheal offers training on demand. Training courses include:

- Nanoheal introduction training for internal IT.

---

- Nanoheal service offering training for solution architects.

---

- Nanoheal training for Service Desk.

---

- Nanoheal advanced training for IT administrators.

---

- Nanoheal configuration training for automation engineers.

---

- Nanoheal mobility training for IT administrators.

---



**6**

## **NANOHEAL PROFESSIONAL SERVICES - ONSITE**

This will include all the services included in Nanoheal Professional Services - Remote, but as all the services would be done Onsite, provided you bear the travel, boarding and loading expenses for all the parties involved.

This service offering doesnot include an option for Custom development since it would always be done remotely.



---

# REQUEST A FREE DEMO

**SEE NANOHEAL IN ACTION**

---

## **CONTACT INFO**

514 East Timpanogos Circle  
Building G, Suite 2100  
Orem, UT 84097 USA

E : [sales@nanoheal.com](mailto:sales@nanoheal.com)  
W : [www.nanoheal.com](http://www.nanoheal.com)  
P : 855.436.4621

---

Schedule your free demo.

Contact a Nanoheal today to schedule your free demo. Our representative will walk you through the software's features and discuss how it can benefit your company. Contact us today!

