

# Network server suite 4.0



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Halcyon Software has announced its latest release of Network Server Suite (NSS) 4.0, a comprehensive package of monitoring and systems management automation tools designed to provide maximum availability of an organisation's servers and network devices. The software covers Windows, Unix, Linux, AIX and Netware platforms. NSS 4.0 allows businesses to continually monitor all aspects of server operating systems including disk space, CPU, memory as well as web and email services, and external SNMP devices such as hubs, routers, switches, printers etc.

It is also capable of monitoring server event logs including directory services, DNS and file replication, disk and database thresholds and performance, and constantly checks the availability of the internet connection as well as company websites even down to the content on individual web pages. Critical alerts are sent via SMS to mobile phones or to nominated email accounts; or can be displayed on a centralised console; administrators can opt to have any combination of these notification methods.

### **Mobile initiatives to be a critical business strategy**

Aberdeen study finds 79 percent of top performing enterprises will implement or enhance mobile sales solutions in next 12 months. Majority of companies consider mobile initiatives to be a critical business strategy, according to new report Apresta, innovators in providing wireless access to enterprise data, a division of enterprise software solutions and CRM specialists, Saratoga Systems, has reported that nearly 80 percent of the top performing companies plan to invest in mobile sales productivity tools to drive top-line growth within the next year. The findings based on a study conducted by Aberdeen Group and underwritten by Apresta, also found that

these initiatives are receiving sponsorship from C-level executives from these companies as a reflection of the strategic nature of these investments. The " Mobile Sales Solutions Benchmark Report: How Mobility Grows Revenues and Customers through Increased Sales Productivity," also reveals that 83 percent of the best-in-class organisations are already providing sales professionals with real-time access to mobile data, such as:

- inventory availability,
- order inquiry,
- key customer account information,
- product catalog and pricing,
- lead and activity management.

The research reflects intelligence gathered from more than 150 companies, across multiple industries. " In the past, utilising mobile technologies within the sale force gave early adopters the competitive edge," said Saratoga Systems, Northern Europe. " Today, empowering the sales organisation with mobile sales solutions has become a requirement in order grow market share and compete in a dynamic, global marketplace." A number of factors are driving investment in mobile solutions. Most notably, selling within a " 24/7" global environment fosters demand for real-time access to pertinent customer data in order to maximise sales performance and better serve customers.

Executives surveyed acknowledged that this can mean the difference between a multi-million dollar order and a lost deal. According to the report, top performing companies who have deployed mobile systems cite revenue growth, increased productivity and enhanced customer loyalty and retention,

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as key measurements of the success for their mobile sales initiatives. " Mobile CRM technologies are maturing at varying rates, but the 'tipping point' of each organisation centres around pressure to grow revenues and customers," says Leslie Ament at Aberdeen Group. " According to our benchmark data, organisations that currently utilise CRM applications are challenged most in selecting an optimal set of mobile device and information access services. Providers of vendor agnostic services or solutions offering native access to CRM data, are well positioned to add value by reducing integration challenges and deployment timeframes."