

A man and a woman are standing in a modern office environment, looking at a laptop held by the man. The woman is wearing a white long-sleeved shirt and dark pants, and the man is wearing a light blue button-down shirt and jeans. They are positioned in front of a glass partition. To the left, there is a large orange and yellow armchair. In the background, another person is visible working at a desk, and a bicycle is parked against a wall.

ZUUM

A short introduction

Kārlis Kīsis

Product Manager

Mobile: +371 26 541 425

karlis.kisis@atea.com

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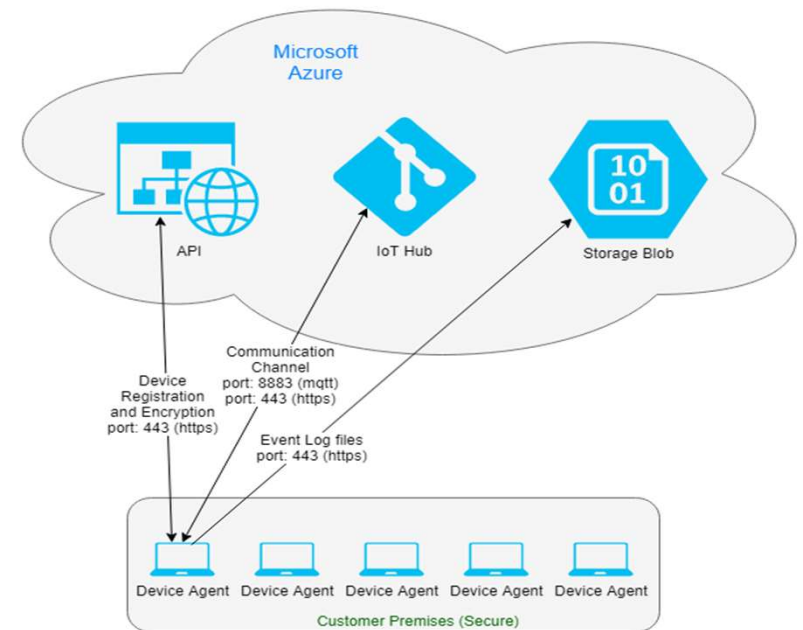
ZUUM

GOAL AND PURPOSE

- The main purpose of Zuum is to provide end-user device health information directly from the devices on top of device management tools, such as Microsoft System Center Configuration Manager or Microsoft Intune.
- With Zuum keeping Windows, drivers and applications up to date, there will be significantly reduced attack surface that a device can be exposed to.
- Vulnerability reports help to prioritize which applications to update first.
- Inventory reports help to see the installed software, hardware details and other useful device information

UNDER THE HOOD

- Device Agent installed on all PCs
- Azure IoT Hub platform is used for secure communications between agent and our API
- All detection logic and remediation actions come from API back to the Device Agent
- This approach allows to perform instant remediation actions when necessary



DEVICE HEALTH

Summary information:

- **Antivirus**
- **Security Updates**
- **Driver Updates**
- **SCCM Client**
- **Win10 Support**

List of managed computers

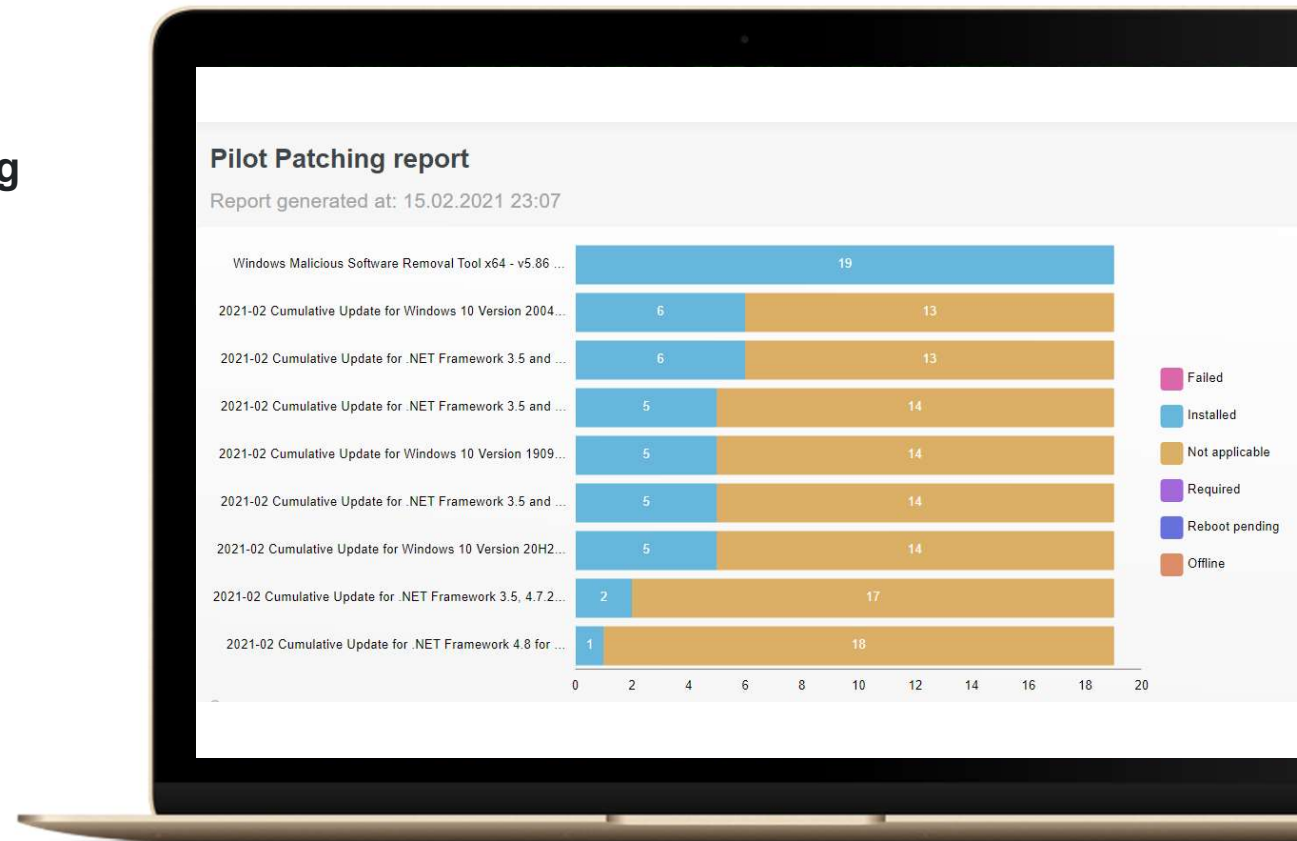
Search:

Show 100 ▼ entries

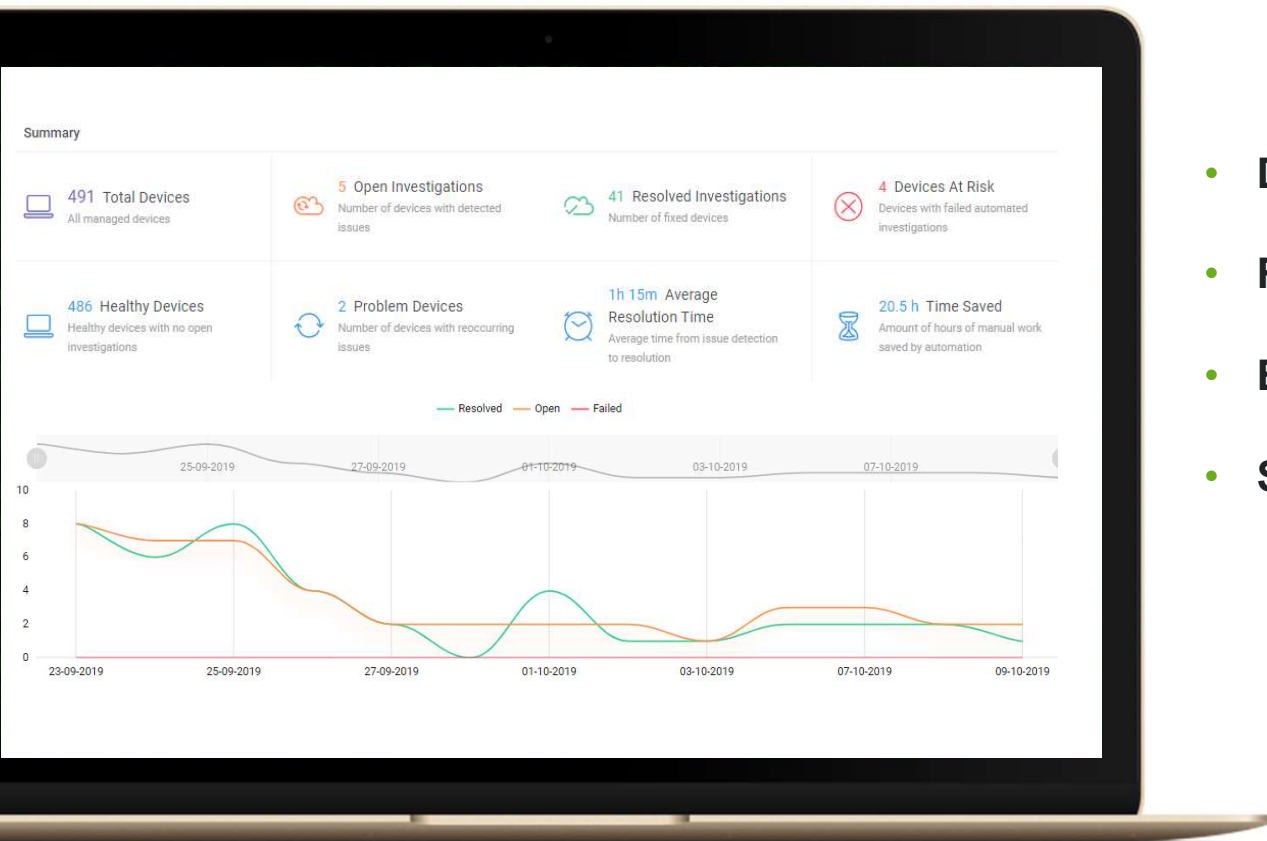
		Computer Name	Online	Last Report	Agent Version	Reboot	Antivirus	Updates	Drivers	SCCM	OsSupport
<input type="checkbox"/>	★	DESKTOP-ANKR	📶	19/02/2021 22:41	2.5.0.0	✓	!	✓	✓	?	✓
<input type="checkbox"/>	★	DESKTOP-FC866JR	📶	02/02/2021 15:38	2.4.0.0	✓	!	✓	✓	?	✓
<input type="checkbox"/>	★	IEAB-L580	📶	25/02/2021 08:28	2.5.0.0	✓	✓	✓	✓	✓	✓
<input type="checkbox"/>	★	KKERPE	📶	25/02/2021 09:32	2.5.0.0	✓	✓	✓	✓	✓	!
<input type="checkbox"/>	★	PCAGSLV00001	📶	15/02/2021 12:13	2.5.0.0	✓	✓	!	✓	✓	✓
<input type="checkbox"/>	★	PCAGSLV00004	📶	25/02/2021 08:07	2.5.0.0	✓	✓	✓	✓	✓	✓
<input type="checkbox"/>	★	PCAGSLV00008	📶	25/02/2021 09:17	2.5.0.0	✓	✓	✓	✓	✓	✓
<input type="checkbox"/>	★	PCAGSLV00016	📶	25/02/2021 08:52	2.5.0.0	✓	✓	✓	✓	✓	✓
<input type="checkbox"/>	★	PCAGSLV00025	📶	25/02/2021 11:23	2.5.0.0	✓	✓	✓	✓	✓	✓
<input type="checkbox"/>	★	PCAGSLV00027	📶	25/02/2021 07:27	2.5.0.0	✓	✓	✓	✓	✓	✓
<input type="checkbox"/>	★	PCAGSLV00032	📶	25/02/2021 09:48	2.5.0.0	✓	✓	✓	✓	✓	✓
<input type="checkbox"/>	★	PCAGSLV00033	📶	25/02/2021 09:07	2.5.0.0	✓	✓	✓	✓	✓	✓
<input type="checkbox"/>	★	PCAGSLV00033	📶	29/01/2021 16:49	2.4.0.0	✓	✓	✓	✓	✓	✓

IMPROVED PATCH PILOTING

- Not all updates are properly piloted using static pilot lists in SCCM
- ZUUM can dynamically select pilots per update

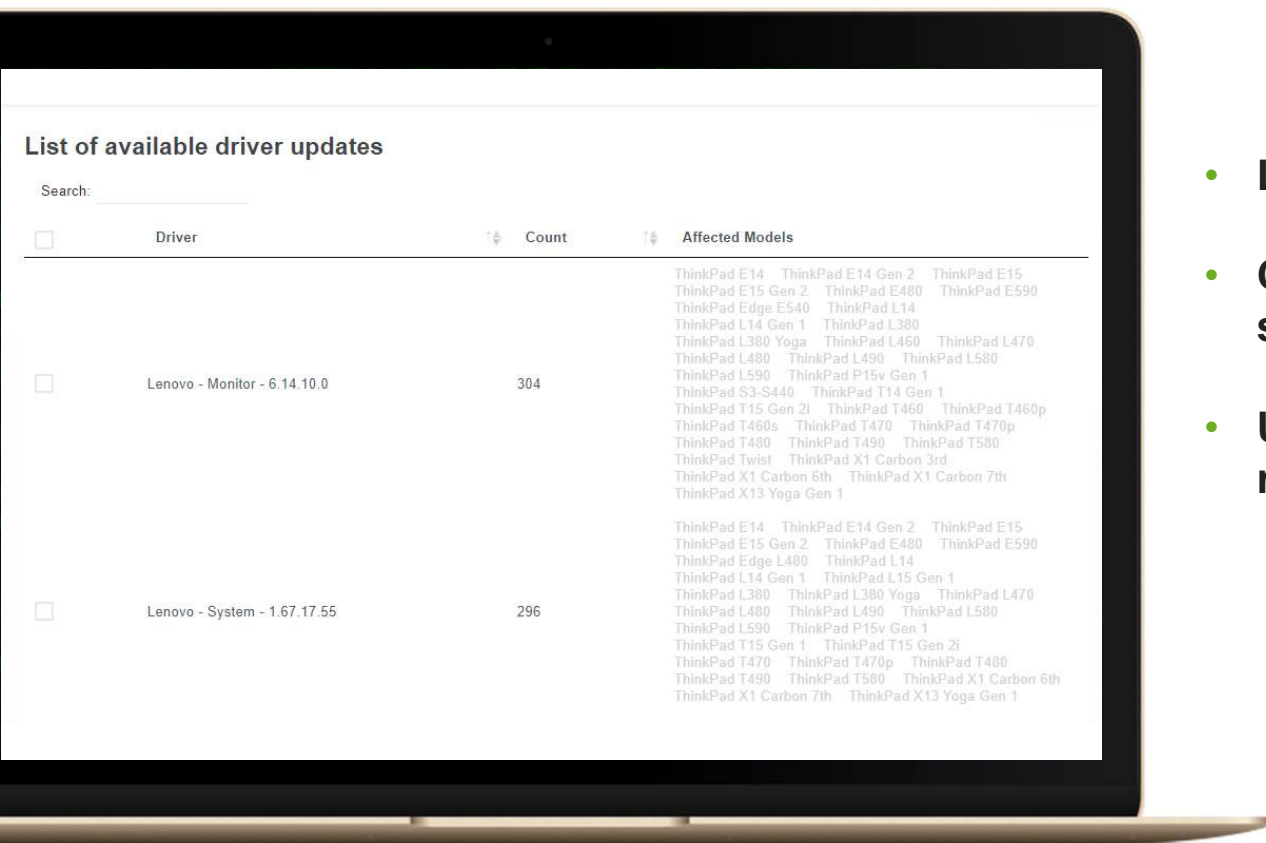


AUTOMATIC INVESTIGATIONS AND REMEDIATION



- **Detects issues**
- **Remediates it**
- **Escalates to SD the ones that cannot be fixed**
- **Saves time with automatic actions**

DRIVER UPDATES



The laptop screen shows a web application titled "List of available driver updates". It features a search bar and a table with columns for "Driver", "Count", and "Affected Models". Two entries are visible: "Lenovo - Monitor - 6.14.10.0" with a count of 304, and "Lenovo - System - 1.67.17.55" with a count of 296. Each entry has a checkbox on the left and a list of affected ThinkPad models on the right.

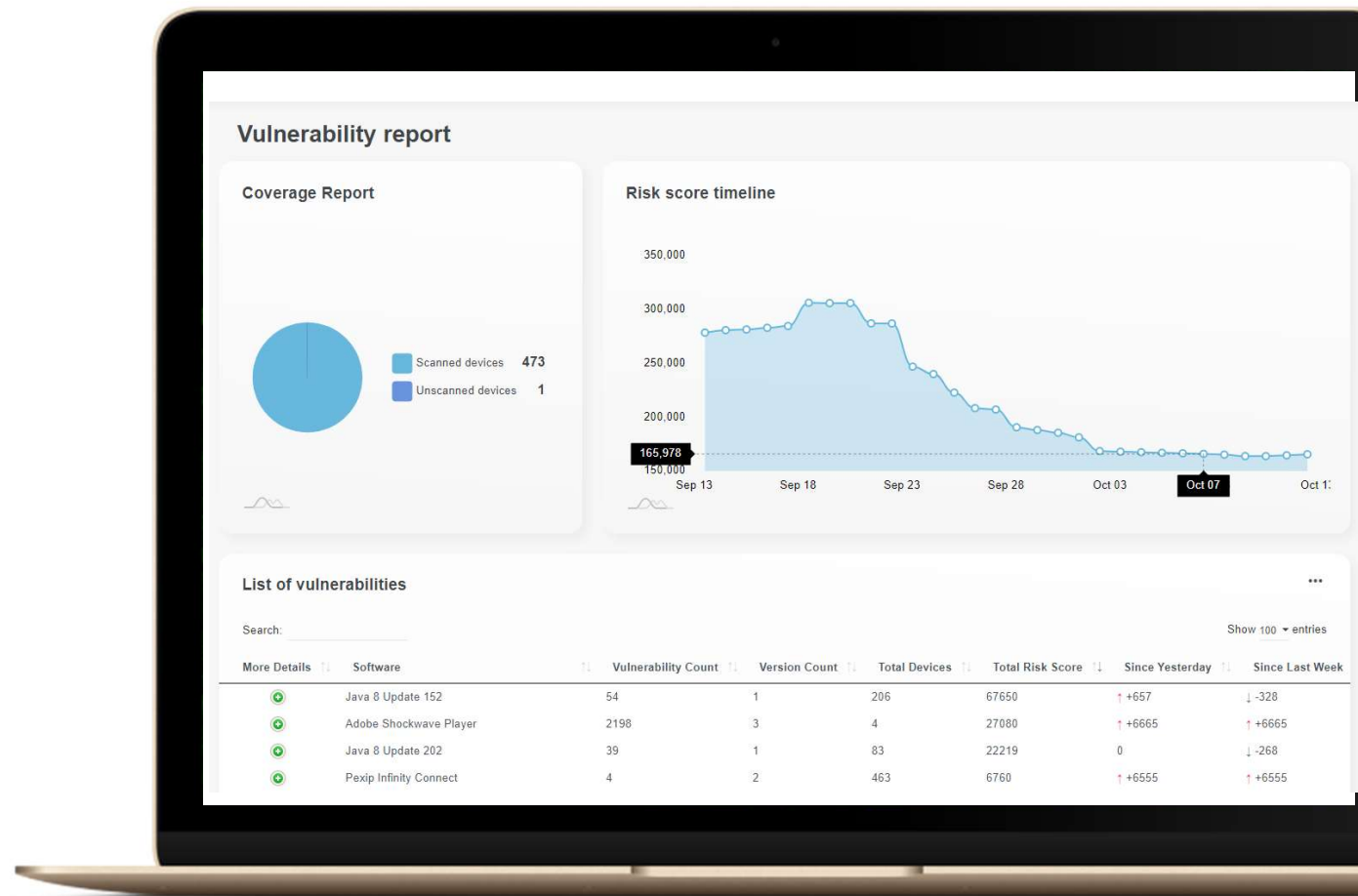
<input type="checkbox"/>	Driver	Count	Affected Models
<input type="checkbox"/>	Lenovo - Monitor - 6.14.10.0	304	ThinkPad E14 ThinkPad E14 Gen 2 ThinkPad E15 ThinkPad E15 Gen 2 ThinkPad E480 ThinkPad E590 ThinkPad Edge E540 ThinkPad L14 ThinkPad L14 Gen 1 ThinkPad L380 ThinkPad L380 Yoga ThinkPad L460 ThinkPad L470 ThinkPad L480 ThinkPad L490 ThinkPad L580 ThinkPad L590 ThinkPad P15v Gen 1 ThinkPad S3-S440 ThinkPad T14 Gen 1 ThinkPad T15 Gen 2i ThinkPad T460 ThinkPad T460p ThinkPad T460s ThinkPad T470 ThinkPad T470p ThinkPad T480 ThinkPad T490 ThinkPad T580 ThinkPad Twist ThinkPad X1 Carbon 3rd ThinkPad X1 Carbon 6th ThinkPad X1 Carbon 7th ThinkPad X13 Yoga Gen 1
<input type="checkbox"/>	Lenovo - System - 1.67.17.55	296	ThinkPad E14 ThinkPad E14 Gen 2 ThinkPad E15 ThinkPad E15 Gen 2 ThinkPad E480 ThinkPad E590 ThinkPad Edge L480 ThinkPad L14 ThinkPad L14 Gen 1 ThinkPad L15 Gen 1 ThinkPad L380 ThinkPad L380 Yoga ThinkPad L470 ThinkPad L480 ThinkPad L490 ThinkPad L580 ThinkPad L590 ThinkPad P15v Gen 1 ThinkPad T15 Gen 1 ThinkPad T15 Gen 2i ThinkPad T470 ThinkPad T470p ThinkPad T480 ThinkPad T490 ThinkPad T580 ThinkPad X1 Carbon 6th ThinkPad X1 Carbon 7th ThinkPad X13 Yoga Gen 1

- Lists missing driver updates
- Can be piloted and released at the same time as security updates
- Uses Microsoft Update driver repository as the source

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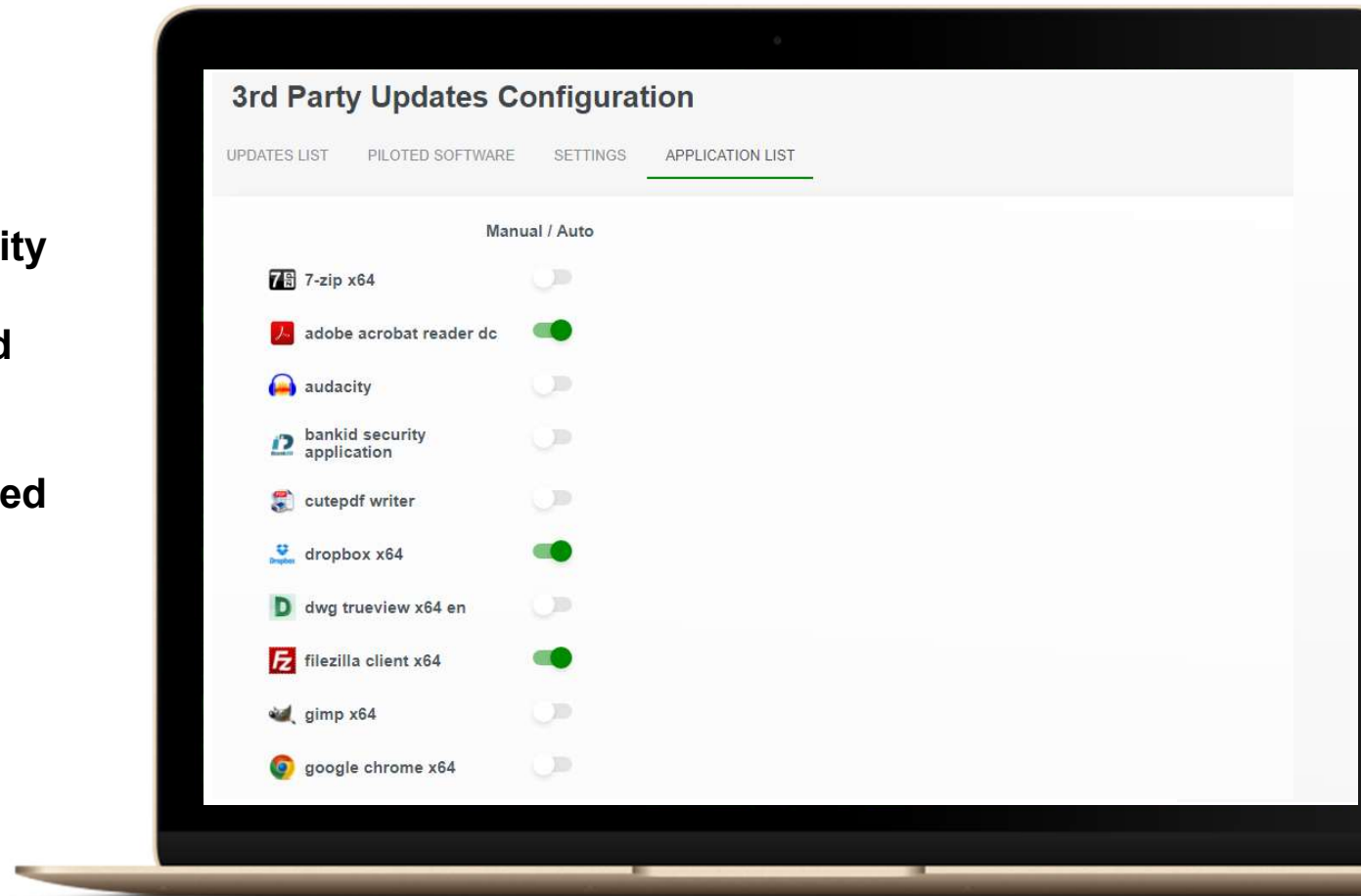
VULNERABILITY REPORT

- Detects vulnerabilities and known exploits
- Shows affected PC count per vulnerable software and risk score (1-10, 10 is highest)



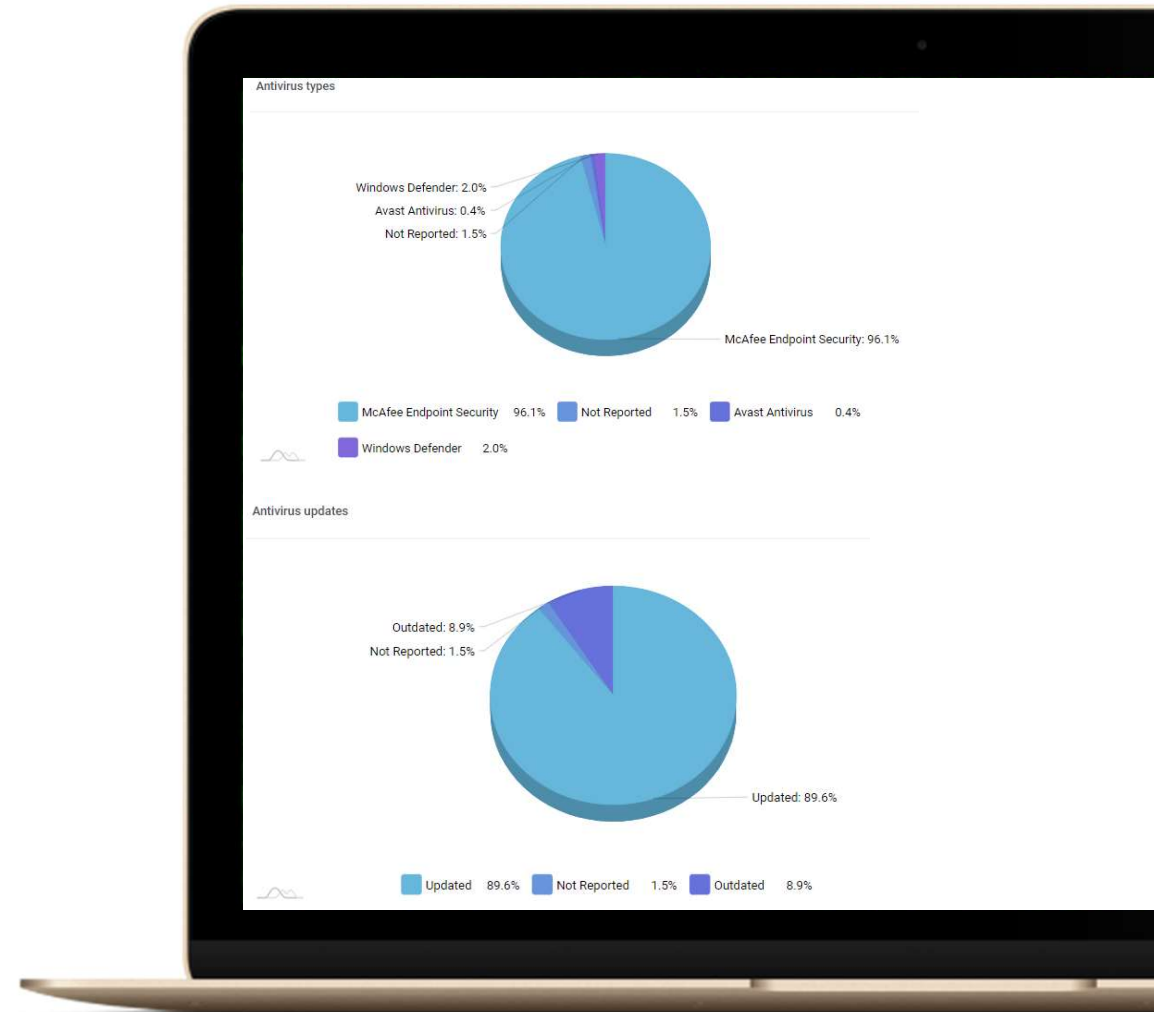
3RD PARTY APP UPDATES

- Update 3rd Party Apps to ensure security compliance and functionality
- Taking over user installed Apps and keeping them up to date
- 40 common apps currently supported by AppUpdate



ANTIMALWARE STATUS REPORT

- Lists all installed Antimalware Software and Virus Definitions updates
- Helps to check for compliance to corporate standard
- Helps to detect issues with Antimalware updates and protection status



SOFTWARE INVENTORY

Software Inventory (6,547) ...

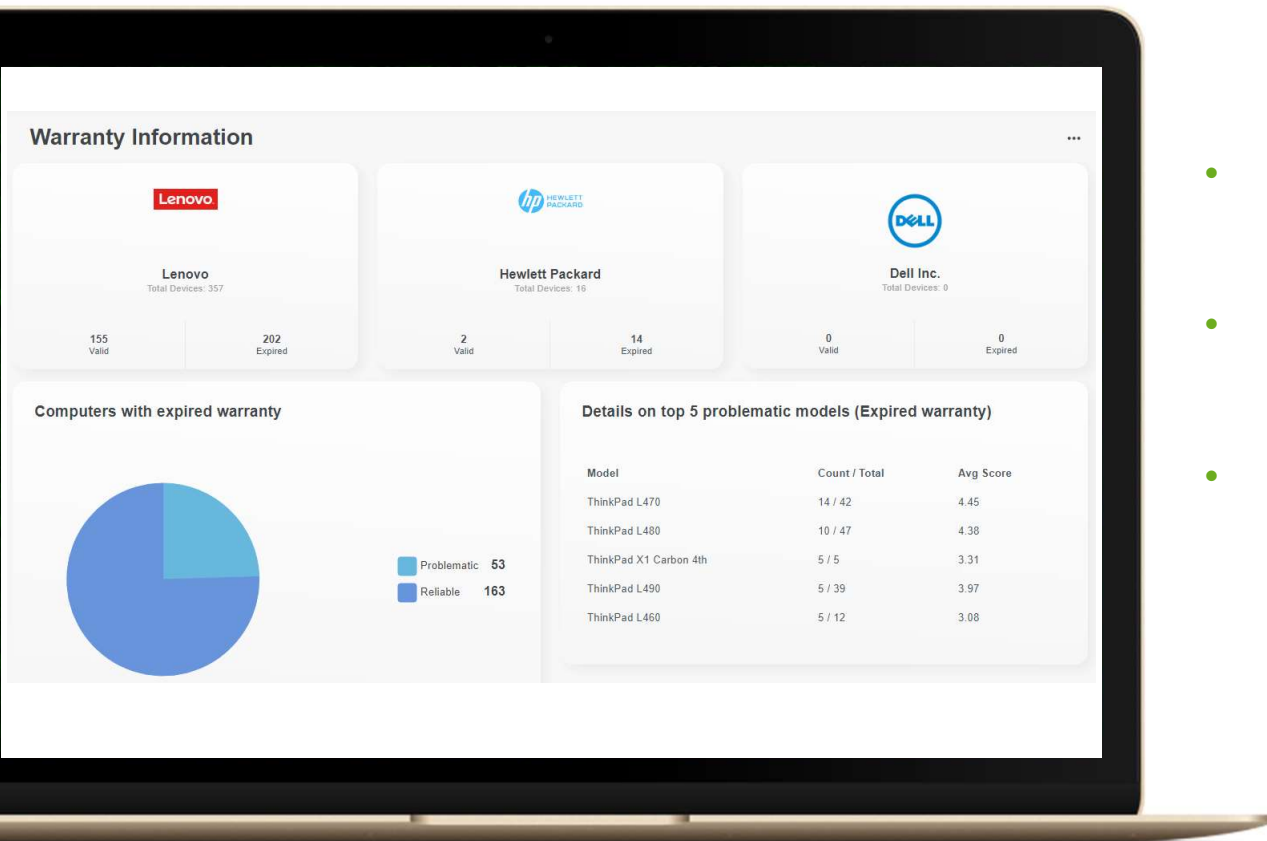
Search: Show 100 entries

Software	Version Count	Total Devices
Spotify	77	1437
Microsoft OneDrive	66	8399
Mozilla Firefox (x64 sv-SE)	57	246
WhatsApp	50	151
Intel(R) Processor Graphics	49	3930
Zoom	38	852
Google Chrome	38	2785

Software	Version	Installation Count
Google Chrome	94.0.4606.71	464
Google Chrome	94.0.4606.61	135
Google Chrome	94.0.4606.54	11
Google Chrome	93.0.4577.82	92
Google Chrome	93.0.4577.63	155
Google Chrome	92.0.4515.159	551
Google Chrome	92.0.4515.131	131
Google Chrome	92.0.4515.107	1088

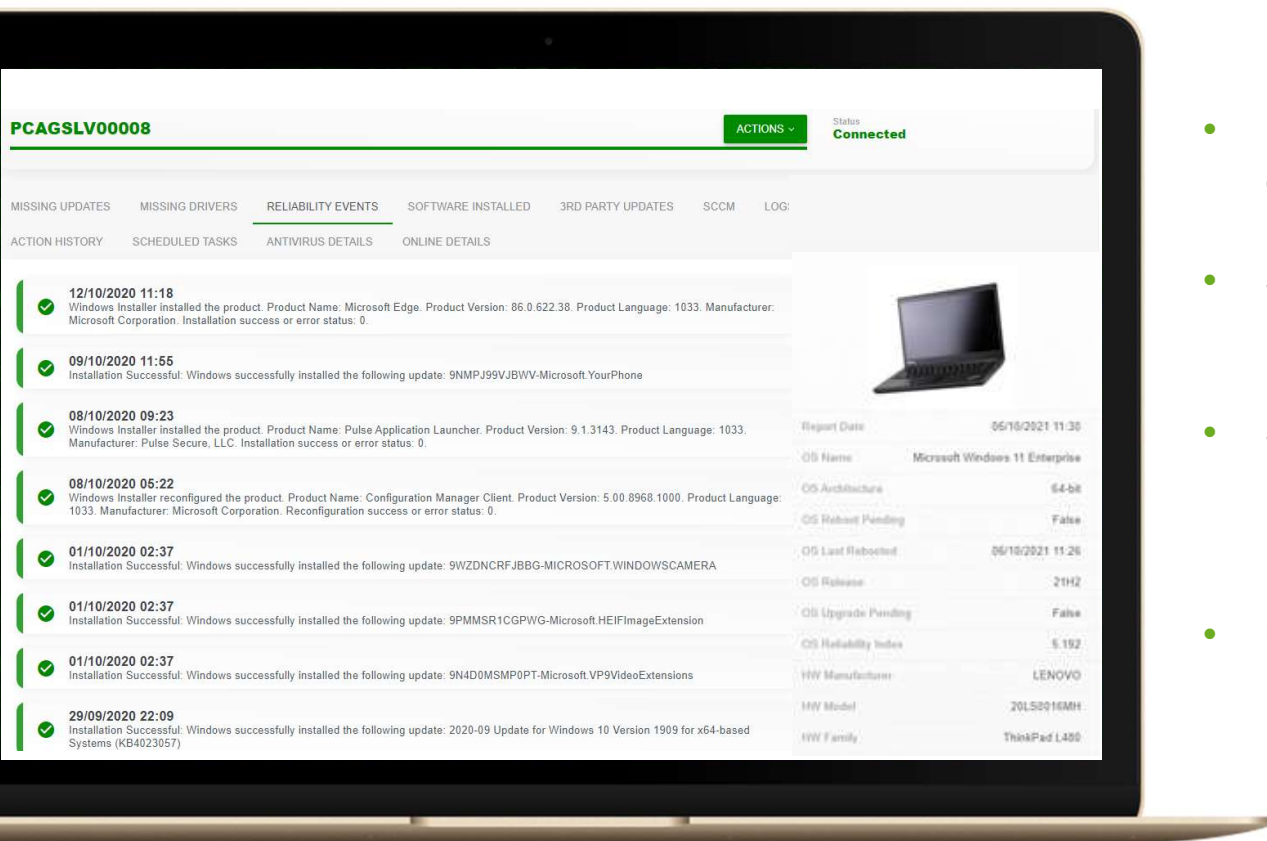
- Lists used software in the organization
- Lists different versions of the same software in use

HARDWARE WARRANTY



- Tracks PC hardware warranty information
- Shows warranty expiration timeline to better plan PC procurements
- Compares device models by reliability

DEVICE DETAILS

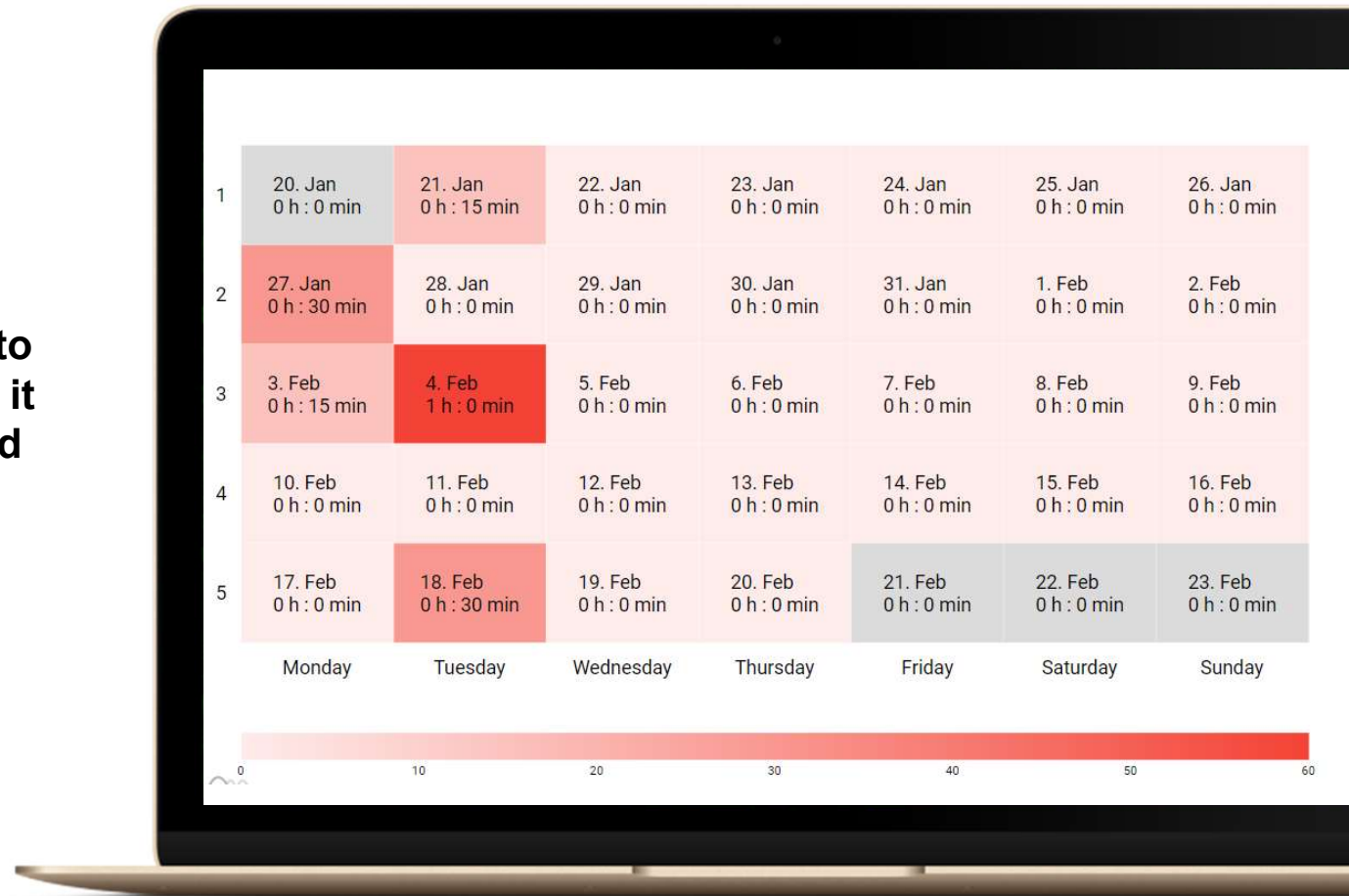


- IT Operations can benefit from detailed device information
- Shows change history on the device like installed apps and updates
- Shows reliability errors like bluescreens, application crashes, update failures
- Can retrieve error logs without interrupting the user

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DEVICES ONLINE SUMMARY

- Shows when computers are online the most
- Can show individual report per PC to indicate when it is online and when it could be serviced or troubleshooted



ZUUM – FUTURE ROADMAP



Asset inventory reporting

Better Hardware and Software asset inventory reporting to track assets in use for compliance, licensing and cost predictions.



Artificial Intelligence

Apply Artificial Intelligence to end user Error Log analysis. For spotting error trends, avoiding breakouts and further reducing user interruptions because of IT.



User Experience

User Experience metering to quantify business user experience by measuring boot time, application launch time and other Software or Hardware caused slowness that impact productivity.



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The summary

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QUESTIONS

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