

Central Features, Benefits & Use Cases



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Feature	Benefit	Use Cases
<p>Windows Updates Automatically update your systems at the same time simultaneously, and schedule updates for anytime.</p>	<ul style="list-style-type: none"> Centrally manage and view your Windows Updates status, including when a new update is available. Provide service packs and patches for the Windows operating system and other Microsoft software. Update drivers for popular hardware devices. 	<ul style="list-style-type: none"> “Patch Tuesday” is the unofficial term for when Windows typically releases security patches, and it falls on the second, and sometimes the fourth, Tuesday of each month. It allows Central users to deploy the necessary patches available to all their managed work stations. Central is most useful for Windows Updates when the machines managed are not part of a single domain.
<p>Application Updates Easily and automatically deploy third-party application updates to out-of-date devices.</p>	<ul style="list-style-type: none"> Get a clear view into out-of-date software and better manage your IT assets. Automate software updates on remote computers to prevent future issues. Spend less time on maintenance and more time on strategy, thanks to streamlined updates. 	<ul style="list-style-type: none"> Monitor computers for outdated or at-risk software, including Adobe, Java, web browsers and more. Push software updates directly through the LogMeIn dashboard to all computers or select computers and groups. Manage and perform multiple updates silently, without interrupting end users or remote computers.
<p>Patch Management This term refers to Windows and Application Updates.</p>	<p>Did you know 61% of SMBs experienced a cyber-attack in the last year, over half of which could have been prevented by deploying a patch that’s been available for over a decade? What are you using to patch your systems?¹</p>	

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<p>Antivirus Management Easily monitor and manage antivirus software, view a list of threats, initiate scans and more.</p>	<ul style="list-style-type: none"> • Manage the antivirus software you already have deployed or take advantage of our built-in antivirus license software, and keep all your managed computers secure. • See all the issues that exist with a machine, a list of ways to solve those issues, and a quick link to remote into the machine to fix the errors. 	<ul style="list-style-type: none"> • Central users can manage most if not all of the biggest antivirus software natively, so users can continue using whatever AV is their preference. AV support also allows users to see if the current version installed is the latest and alerts them to any threats. • LogMeIn can read all relevant information from the antivirus software installed on the host: <ul style="list-style-type: none"> • When virus definition was last updated • Threat log • Host's real-time protection setting • Run commands on the host to manage its antivirus software • Enable real-time protection • Check for the latest virus definition • Run a full scan on the host
<p>LogMeIn Antivirus Powered by Bitdefender's industry-leading threat detection technology, LMI Antivirus uses real-time information to proactively identify and protect against unique, sophisticated threats.</p>	<ul style="list-style-type: none"> • Request status updates, view a list of threats, initiate scans, and more. • See all the issues that exist with a computer, a list of ways to solve those issues, and a quick link to remote into the computer to fix the errors. • Receive alerts if there are any threats. • Identify which endpoints need updates or patches. • Give or rescind capabilities to users with Firewall protection • Temporarily suspend capabilities of antivirus to install specific software that may be blocked 	<ul style="list-style-type: none"> • LogMeIn Antivirus preforms all of the above AV Management capabilities, plus File Scans, Behavioral Scans, Traffic Scans, Policy Assignments and Silent Installs. • Customize your antivirus solution by setting up policies to determine antivirus strength, exclusions, and more. • Consolidation and cost savings are the biggest uses cases for our customers, as you're able to eliminate an additional vendor/additional cost by having both your RMM and AV capabilities met within a single solution, while viewing everything you need in a single pane of glass. • Control computers' access to the network and to the Internet.

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<p>One2Many Install software, distribute files, run scripts and automate manual tasks across multiple computers simultaneously.</p>	<ul style="list-style-type: none"> • A mass deployment tool that offers automation, machine maintenance, and task delivery. • Deploy and automate routine IT tasks to increase productivity, optimize resource allocation, and maximize security. • Take back your time and be an IT hero with automated task management capabilities. • Automate manual tasks and get back to the bigger projects that matter most. • Reduce IT costs and save time by automating redundant, manual processes. 	<ul style="list-style-type: none"> • One2Many allows self-healing when used with Alerts. This means that when an alert condition is made, you can have an action performed automatically. For example, when a service crashes or stops, you could have self-healing re-start the process. • One2Many can also be used to glean information from machines that may not be available in reporting, like pulling license keys to catalog them in the event that a re-image is necessary. • Another powerful use case of pairing self-healing alerts with One2Many is to set it up so that, if a laptop is stolen, it'll share back key data like IP address and login attempts before self-destructing and deleting the specified information off the device.
<p>Advanced Scripting Run PowerShell, a more powerful command-line shell and scripting language, across multiple computers simultaneously.</p>	<ul style="list-style-type: none"> • Save time and reduce IT costs by running CMD or PowerShell commands across multiple computers at the same time. 	<ul style="list-style-type: none"> • Eliminate repetitive tasks and run scripts, install or update software, execute a remote command, run a batch file or executable, update registry settings and, distribute/ push files to multiple computers simultaneously.
<p>Proactive Alerts Set up, monitor, and take action on alerts.</p>	<ul style="list-style-type: none"> • Take your IT support from reactive to proactive. • Receive critical system alerts in real-time and address potential issues before they occur. • Monitor computer health and act on alerts to resolve concerns before they become problems. 	<ul style="list-style-type: none"> • Monitor any software/hardware changes, including hard drive errors, and stay ahead of risks. • Set up alerts for performance (CPU), maintenance (folder size, file size), and general supports (i.e. if a user installed software, missing hardware).

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<p>Self-Healing Alerts Combine proactive alerts with One2Many automated task management.</p>	<ul style="list-style-type: none"> • Combine proactive alerts with One2Many to prevent the need to address the same issue more than once. • Enable common problems to solve themselves. • Add solutions ahead of time, allowing the alert to solve the problem without any human intervention. 	<ul style="list-style-type: none"> • If free disk space on a specific drive is 5% or less, trigger an alert and receive an email. • Use the CPU Utilization alert to monitor processor utilization on a computer or across a group of computers. • Use the Computer alert to monitor the availability of computers in your account. An alert is triggered when a particular computer goes offline or comes online for the specified duration. • Use the Software Inventory alert to monitor changes to software components on a computer or across a group of computers. • Use the Used Memory alert to monitor computer memory utilization on a computer or across a group of computers. • Hardware and software inventory alerts – installed or updated.

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<p>Asset Management Manage software inventory.</p>	<ul style="list-style-type: none"> Easily identify what is installed on each machine to boost security and take swift action, if needed. 	<ul style="list-style-type: none"> Identify unauthorized or junk software installed on users' or employees' computers, keep software inventory, and more. Pinpoint unauthorized flash/external drives connected to computers. Confirm software versions are on the latest, stable and secure build. Inventory reporting is important for users who need to know how many copies of a specific software (such as Adobe Acrobat) are on their machines.
<p>Proactive Alerts Same functionality as described in Automation module. Refer to Automation module for description.</p>		
<p>Dashboard & Reporting Single pane of glass view into remote access sessions and the ability to analyze account activity and customer reports based on your needs.</p>	<ul style="list-style-type: none"> Produce customized reports at the hardware, software, and systems-level. 	<ul style="list-style-type: none"> Easily audit security with user reports, including who logged in when and from what IP address. Report on the data that matters most, such as inventory, CPU usage, and installed software. Easily export reports for CPU usage, disc space, software changes, computers offline and more. Drill-down data at specific endpoints – from software inventory to user profiles. Instant access to configurable reports and data from anywhere.
<p>Computer Audit & Inventory View and report on your IT infrastructure.</p>	<ul style="list-style-type: none"> Report on the data that matters most, such as inventory, CPU usage, and installed software. 	<ul style="list-style-type: none"> Easily audit security with user reports, including who logged in when and from what IP address. Easily export reports for CPU usage, disc space, software changes, computers offline and more. Produce customized reports at the hardware, software, and systems level. Drill down data at specific endpoints – from software inventory to user profiles.

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<p>HD Remote Access Fast, secure support to any PC or Mac in HD quality.</p>	<ul style="list-style-type: none"> • Best-in-class unattended remote access allowing IT professionals to eliminate any on-site visits and provide on-demand support without end user interruption. 	<ul style="list-style-type: none"> • Remote into any computer/work station (without interrupting the end user) to troubleshoot or update devices as needed.
<p>One-Click Access to Your Endpoints Easy Access to your Endpoints without the need for a VPN.</p>	<ul style="list-style-type: none"> • Many competitive solutions have trouble patching, deploying or gaining insight unless their remote employees are on the company network or a VPN. Central's only requirement for management of endpoints is an internet connection in order to patch, deploy, and gain insight to your endpoints, whether you are on the VPN or not. 	<ul style="list-style-type: none"> • Instead of herding your employees to login to their company network or VPN, or being unable to access devices during off hours, Central allows you to access any endpoint remotely in the background with just an internet connection required • Combined with Wake-On-Lan and Background Access, this feature allows you to manage your endpoints from anywhere. • For larger organizations with multiple Active Directories, Central manages devices in a single-pane of glass regardless of device geolocation, existing directory object, or lack thereof
<p>User & Device Management Arrange your users and computers into groups, control permissions, and extend computer access to anyone you specify.</p>	<ul style="list-style-type: none"> • Set up as many users as you need. Keep your computers secure by easily setting and updating access permissions as your team grows or changes. 	<ul style="list-style-type: none"> • You can set up as many users as you want and receive reporting on each user, which is very useful for IT teams supporting employees. • User access is a way for MSPs to provide additional value by allowing clients to log in to their own machines remotely. User management allows granularity in what a user can access in terms of features or computers.

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<p>Host Preference Packages Define and deploy LogMeIn host preferences and security settings to any group of Windows hosts in an account.</p>	<ul style="list-style-type: none"> Apply settings and changes to computers to make the experience better for both end users and technicians, including auto-blanking a monitor, enabling extra security, and more. 	<ul style="list-style-type: none"> Set specific policies around Access Control (allowing full control to admins, allowing login credentials to be saved, saving username in a cookie, hiding list of domains on the remote access login screen, allowing the user to turn off LMI), IP address lockout (setting number of invalid HTTP or log in attempts allowed), Appearance preferences (showing LogMeIn client on computers, disabling LMI notification messages), Network preferences, Login settings, Remote Control settings including security features (disabling host keyboard and mouse, blanking the host's monitor, locking when connection has been lost, locking when connection has been timed out).

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Feature	Benefit	Use Cases
<p>Background Access Access computers and perform maintenance to any computer without interruption to the end user.</p>	<ul style="list-style-type: none"> • Work on your own time without needing to wait for the end user to leave their computer. Enable resolution of issues and general maintenance without interrupting end users. This functionality almost eliminates the need for desk visits. 	<ul style="list-style-type: none"> • Background access provides a way for Central users to work on a machine while a user is currently also using it. Most if not all administration can be done with access to the registry or command line. • You can perform the following on any Windows computer: <ul style="list-style-type: none"> ○ Monitor CPU and memory usage ○ Restart LogMeIn Central, perform an emergency reboot, hard reboot, safe-mode reboot, and scheduled reboot ○ Open event viewer ○ View drivers ○ View registry editor ○ In-depth view of services and processes ○ View network traffic ○ Shutdown a computer ○ Process list and process kill ○ Service list, service start and service stop ○ See when there's an active user on the computer you're accessing ○ See a list of installed applications, including size, version and installation date ○ Access a PowerShell terminal ○ Take a screenshot of a host's main monitor ○ View other system information, including OS version, CPU type, Last boot time ○ Monitor drive usage

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<p>Background Access for Mobile Access computers and perform maintenance to any Windows computer from any mobile device without interruption to the end user.</p>	<ul style="list-style-type: none"> • Work on your own time from your Android or iOS device without needing to wait for the end user to leave their computer. • Enable resolution of issues and general maintenance from your mobile device any time that's convenient, even during off-hours. • Troubleshoot issues in a much easier, more user-friendly way without needing to start a remote control session and reaching a resolution without interrupting the end user. 	<ul style="list-style-type: none"> • If you're traveling to a customer site, you can jump into your Central account with your phone or tablet to troubleshoot an issue or make an update. • From your Android or iOS mobile device, you can perform the following on any Windows computer: <ul style="list-style-type: none"> ◦ Monitor CPU and memory usage, Reboot a computer, Shutdown a computer, Process list and process kill, Service list, service start and service stop, See when there's an active user on the computer you're accessing, See a list of installed applications, including size, version and installation date, Access a PowerShell terminal, Take a screenshot of a host's main monitor, View other system information, including OS version, CPU type, Last boot time, Monitor drive usage
<p>Computer Grouping Organize computers according to location, function, access permissions, or any criteria you specify.</p>	<ul style="list-style-type: none"> • Keep your computers organized so you can more easily and quickly monitor your endpoint infrastructure. 	<ul style="list-style-type: none"> • Great feature for both Internal IT and MSPs. You can group computers by office, location, team, or client, etc.
<p>Two-Factor Authentication Add an extra layer of security for your users.</p>	<ul style="list-style-type: none"> • Have peace of mind with an added layer of security. 	<ul style="list-style-type: none"> • Update the login policy for all of your users to set the level of security you're comfortable with. • Set either a standard or strong password strength requirement, standard one-step login with LogMeIn ID and password or 2FA with a one-time security code via mobile app, text, or email, and user defined time-out policy or have the session expire after 15 minutes of idle time.

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<p>Multi-Monitor Display & Support Access and view more than one monitor connected to the host computer.</p>	<ul style="list-style-type: none"> Easily view and support multiple monitors during one remote session and resolve concerns quickly with a complete view. 	<ul style="list-style-type: none"> Work the way you work and see everything you need from anywhere, whether you have single or dual monitors.
<p>Ad Hoc Support On-demand support and one-time deployment for machines outside your day-to-day list.</p>	<ul style="list-style-type: none"> Whether you need to support a new client, temporary/new employee, or a client's customer, you're able to quickly and easily remote into their computer. Enjoy the flexibility to support additional computers outside of your usual control to ensure everything is functioning properly. 	<ul style="list-style-type: none"> Run a one-time support session on any computer that doesn't have LogMeIn software installed on it. Enter the email address of who needs help, create a temporary Admin password to their PC, and send them the email invite. After received, they'll download and run the one-time LogMeIn support session app, and it'll give you access to their computer for 24 hours.
<p>Mobile Access Mobile app available for Android and iOS.</p>	<ul style="list-style-type: none"> Provide remote support on-the-go from wherever you are. Whether you're traveling or at home, instantly remote into any endpoint and address issues from your mobile device. 	<ul style="list-style-type: none"> If you're traveling to a customer site, you can jump into your Central account with your phone or iPad to check a status or make an update.
<p>File Transfer / Sharing Transfer and share files directly from the host computer to the client computer and vice-versa.</p>	<ul style="list-style-type: none"> Seamlessly and quickly transfer and share files with your team members with secure downloads. 	<ul style="list-style-type: none"> Drag, drop, and share files easily and securely.

Did you know **80%** of businesses have experienced downtime, and the cost is **\$82-\$256k** for a single event! By preventing one outage per year, IT infrastructure monitoring more than pays for itself.²

Sources:

- <https://blog.alertlogic.com/5-cybersecurity-statistics-every-small-business-should-know-in-2018/> and <https://workflow.servicenow.com/it-transformation/ponemon-vulnerability-response-study/>
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