

# New Remote Management application from Peregrine Systems cuts Enterprise Service Desk costs by up to 15%

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\* Allows remote takeover of PCs, servers, ATMs, EPOS and other systems.

\* Full integration with Peregrine's ServiceCenter and AssetCenter.

Peregrine Systems has announced the availability of its Remote Management graphical remote control and network management application. Remote Management helps large organisations cut enterprise Help Desk costs by slashing the time needed to identify and solve problems and eliminating travel to manage remote and mobile systems.

Peregrine's Remote Management enables technicians and Enterprise Help Desk administrators to control the keyboard and mouse functions of distant computers - and the operations of a wide range of other devices including automatic teller machines and point-of-sale devices - from their own workstations. This helps support personnel identify and resolve a wide range of problems quickly - acting as 'experts on site' - and permits them to manage remote and mobile systems without the time and expense of travel.

Designed to work across a variety of operating environments, technologies, and communications protocols, Remote Management's remote control and file transfer capabilities are ideal for large enterprises using or considering Peregrine Systems AssetCenter and ServiceCenter applications. These Peregrine Systems Infrastructure Management applications are designed to reduce cost of ownership and maximise effectiveness of company assets, including information technology and real estate. The integration of Remote Management with AssetCenter and ServiceCenter enhances the capabilities of the existing applications by providing support across an entire enterprise from a single point of control. Remote Management is also available for sale on a stand-alone basis, to customers seeking to solve remote support issues independent of other applications.

According to Kurt Johnson, Vice President, Service Management Strategies, META Group, companies should investigate the savings offered by remote management applications. "In problem resolution situations where distance is involved, remote management products can reduce the length of some calls by as much as 50%, plus allow increased first call resolution, thus cutting overall service desk costs by 15% or more."

"We know that reducing total cost of ownership is critical for our customers. We continually enhance the Peregrine Systems product line to help them do exactly that," said Steve Gardner, President and CEO, Peregrine Systems. "Remote Management takes direct aim at the bottom line in service desk and LAN administration. Faster problem resolution and reduced travel can save large organisations hundreds of thousands of pounds each year."

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Peregrine Systems is the leading provider of Infrastructure Management solutions. True Infrastructure Management unites the unique disciplines of the Enterprise Service Desk and Asset Management through common shared data. Peregrine Systems solutions address all aspects of organisational infrastructure, from Information technology to the buildings and real estate assets housing the technology and people of the organisation. The merging of these disciplines results in a significantly better understanding of the impact of events and change upon the investment decisions of a company.

Founded in 1981, Peregrine Systems is headquartered in San Diego, California with offices throughout the United States as well as in the United Kingdom, France, Germany, Denmark, Netherlands, Australia and Singapore. Peregrine Systems also has partners and distributors located throughout these regions and in Latin America.