CLIENT MANAGEMENT IS A MATTER OF TRUST

Software packaging
Inventory
VULNERABILITY MANAGEMENT
Windows Update Management Asset Management
HELPDESK OS Deployment
Reporting
CLIENT MANAGEMENT
Enterprise Mobility Management
Automation
License Management
Software Distribution
Patch Management
Defender Management
Managed Software

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WELCOME!

Dear readers,

Your daily experiences, decisions and expertise when dealing with your company's IT are the guarantee for a reliable IT infrastructure. This is the foundation for any healthy company. Next to PCs or Macs, notebooks and servers special emphasis should be placed on the security of your IT. All too often, this results in nasty surprises due to vulnerabilities and security gaps that allow for uncontrolled external access. Updated program versions are also appearing ever more quickly, and thus failing to stay on top of patches and currently valid versions poses a threat to system security.

Self-evident routine tasks such as maintenance, inventory and license monitoring, plus ever-changing legal requirements and reporting obligations are only one additional part of the tasks that IT professionals must manage every day, and sometimes waste valuable time.

All of these IT requirements can be met with a single solution, regardless of how your company's IT infrastructure is set up. It can be used across platforms and reacts flexible and automatically to IT problems as they arise to solve them in no time at all.

The ACMP Client Management Suite is an impressive solution for your everyday tasks. On the following pages, you will learn how to make your company fit for the future and use client automation to control every detail of your IT.

Sincerely yours,

Wilko Frenzel
Managing Director,
Aagon GmbH

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Why use client management?

A key advantage of modern client management is the ability to centrally manage all computers in a company network and perform administrative functions from a single location. Read here about how you can keep operating systems and applications on your computers up-to-date with the Inventory, License Management and Software Administration modules and how you can cut costs and gain security and efficiency with this automation.

Advantages for IT administrators

- Fully integrated, comprehensive solution
- Relief through the automation of routine tasks
- Detailed information precisely when it is needed
- Simple, intuitive operation
- Support from the in Germany based manufacturer
- Rapid implementation and little training required
- More time for new technology

Advantages for your company

- Enhanced staff productivity
- Higher staff satisfaction due to reduced downtimes
- Reduced business risk through more transparency
- Enforcement of compliance requirements
- Cost control and optimization
- Long-term security thanks to software Made in Germany – for 30 years and counting
- Award-winning quality
- Mapping of the complete client life cycle

Advantages for your employees

- Fewer hardware and software failures
- Improved, faster IT service
- No malfunction in normal everyday work
- Data protection-compliant solution, no monitoring possible
- Rapid deployment of new software and hardware

ACMP Core
The basis for all further ACMP modules

ACMP Core includes, in addition to ACMP Inventory, the ACMP Gateway, ACMP Console, report engine, kiosk, distributed file repositories, contract and document management, user management and the ACMP server components.

This creates a basis for the use of the other modules, which engage with each other like gears and offer comprehensive solution approaches for the individual challenges of the IT departments.

ACMP Inventory

Reliable and spot-on inventory of all Windows/Linux/MacOS clients and servers using enhanced scan functionalities and evaluation, filtering, sorting and grouping of data directly in the data grid.

ACMP Gateway

ACMP Gateway allows users to set up a secure connection over the Internet between the ACMP server and the agent. The Gateway checks whether an agent reports with a valid certificate and then forwards the data stream to the server. In addition, it enables the secure connection of clients from people working from home.

Console

Central management of ACMP and execution of the desired actions of containers as well as of individual clients. The login can be additionally secured by multi-factor authentication (MFA). This security measure can also be set up as mandatory via the user administration. The TOTP procedure is used for this.

Reports

Creating structured and easy-to-read tables and diagrams based on the data and numbers of the inventory.

Kiosk

Enables a simplified and individualized software distribution for the clients. Users can install the software provided by the administrator on their own and run selected applications.

Distributed File Repositories

Copying created file repositories including all settings regarding user data, synchronization periods and bandwidth restrictions.

Contract and Document Management

Recording of contracts and electronic documents that can be linked to other modules and used.

User Management

Creating, editing and deleting users / user groups.

Your advantages at a glance

- Basis for professional client management with ACMP

- Complete inventory of all hardware and software

- Recording of all clients

- Clear report layout for team and management

- Filter function for all relevant data

- Completely integrated functionality

- Guarantee of a secure connection over the Internet between the ACMP server and the agents

- Digital recording of contracts and electronic documents

- Multifactor authentication possible as additional security when logging in to the ACMP Console

ACMP Gateway
Protect clients even better

The ACMP Gateway allows users to set up a secure connection over the Internet between the ACMP server and the agent – even for clients of your employees working from home. The Gateway checks whether an agent reports with a valid certificate and then forwards the data stream to the ACMP server.

To do so, the Gateway accepts requests from ACMP agents that are authenticated using client certificates issued by the administrator. These client certificates are based on the Client Authority (CA) certificate of the ACMP server. This authentication ensures that only in-system agents can report via TLS. In addition, authentication itself does not take place at the ACMP server but at the Gateway. The Gateway is typically used in the demilitarized zone (DMZ). There, it disables direct access from the Internet to the company network. Also, this prevents the generation of an additional load from authentication at the ACMP server.

Due to the Gateway, attacks from DDoS or DoS cannot overload your server because queries from unauthenticated connections are not forwarded. In this case, only the Gateway would carry a load.

Possibilities of the inventory

AD/ Workgroup

Console

Server

Repository

Database

Local clients

DMZ

Gateway

Homeoffice remote client

Offline Client

VPN/SSL

Field office

Repository

Local clients
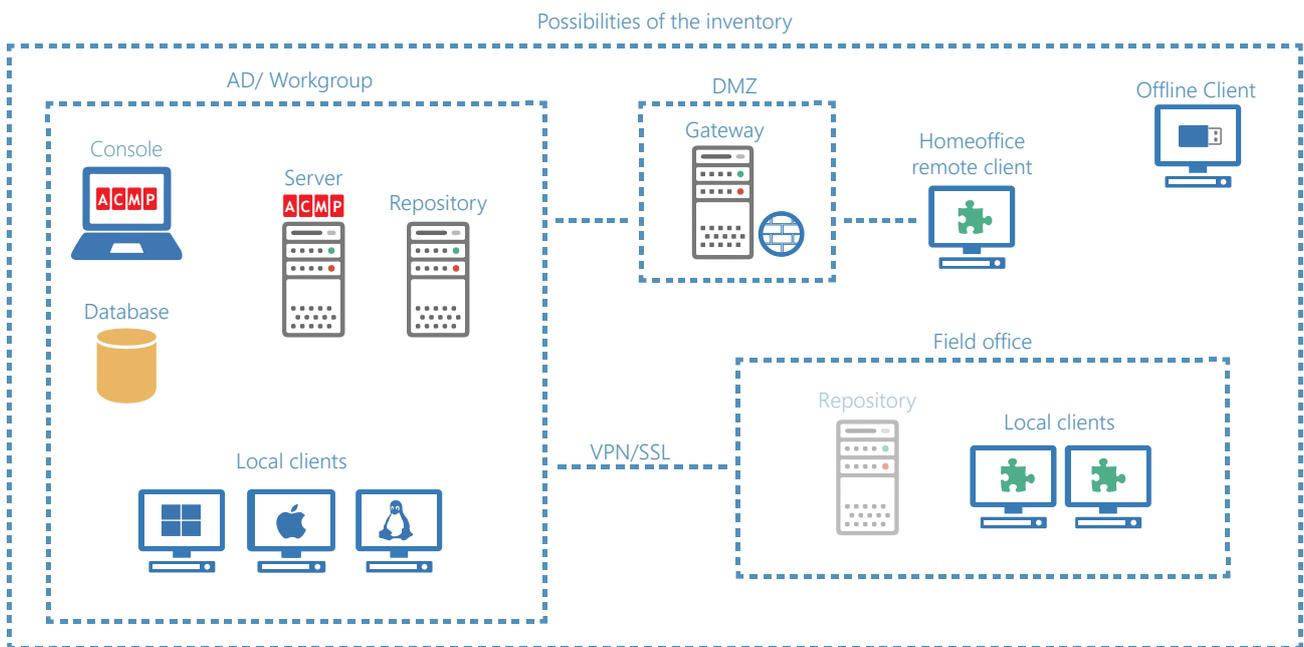
Your advantages at a glance

- Protection from direct access from the Internet – only authenticated agents are admitted

- No additional overload of the server thanks to Gateway authentication

- Overview of the current certificate terms of individual clients

- Certificate distribution independent from the location of the client (e.g. whether local or remote)

- If there is a (D)DOS attack, only the Gateway carries the load; the ACMP server does not

Reports
Attractive reports for informative reporting

The integrated report engine that cooperates with all other modules is a special plugin for ACMP. All data and figures collected with ACMP can be shown and summarized in reports. This allows IT administrators to present all relevant data and facts in structured tables and clear diagrams – for their team or for management, adapted to your own corporate layout, of course.

Numerous filter options allow users to evaluate and present a large amount of data in a structured manner. Handle software audits simply and easily, from Windows 11 migration and inventory all the way to a traceable assessment of existing licenses.

Like everything in ACMP, the reports can of course be fully automated. This means that IT administrators can plan the preparation of reports in advance and thus manage and document their own IT and its development in the long run.

The integrated report engine presents all important information for you and your management in a clear and comprehensible manner

Your advantages at a glance

- Clear report layout for team and management

- Filter function for all relevant data

- Easy adaptation to your own corporate layout possible

- Reports available on demand or regularly scheduled

ACMP Asset Management
Manage all fixed and tangible assets

Flexibility is the basic idea of ACMP Asset Management, which has a noticeable effect on its handling and range of functions. Creating an inventory of all your company's fixed and tangible assets not only requires flexible assignment of location, owner and status, but also the ability to combine them into logical groups.

ACMP Asset Management is clearly organized based on these points. ACMP Asset Management, an optimized software for recording all equipment and material assets, not only provides numerous advantages for medium-sized and larger companies, but was also developed in direct dialog with our customers.

ACMP Asset Management is fully integrated into the ACMP Suite, and therefore allows for a completely new approach to asset management. The focus is predominantly on companies that rely on a flexible solution and place particular value on simplicity and a high level of usability.

The latest information on all fixed and tangible assets at your company at all times

Your advantages at a glance

- Can be extended flexibly by any number of individual tables and fields – independent of fixed format requirements

- Easy import of existing data records

- Assignment of locations, cost centers, contacts and many other items

- Different user groups, i.e. visibility, access/editing restrictions

- Guarantee data acquisition

- Grouping assets / forming sets

- Integrated report engine for reports of different people submitting questions at the company

- Transparent changes to statuses and usage (history)

- Digital linking of documents to assets

- Plausibility checks

- Logical summary of assets at any time, as you need it

- Life cycle: purchase – operation – phasing-out of assets

- Planning as well as decision-making security

ACMP License Management
Keep all aspects of software license management under control

All aspects of diligent license management within your company can be realized with ACMP License Management.

In cases where it is normally very difficult to reconcile different manufacturers and their sophisticated license models, ACMP License Management offers you a powerful tool that takes into account different license types and also maps detailed dependencies.

At the same time, the familiar simple operability is a true benefit for administrators. Automatic reporting options offer a comprehensive or focused overview, depending on the situation.

Does the number of existing licenses match the number of licenses in use? This process is the compliance check that confirms to the IT manager that there are no violations of the license terms at their company. ACMP is certified by Microsoft and provides IT departments with the option for uncomplicated disclosure of available licenses in the event of a software audit. Manual counting takes far too much time and also considers only a very small time frame. ACMP License Management records the complete period of use of a software program at your company. This extends from the initial deployment to secondary usage rights and final decommissioning and deregistration of existing licenses for efficient cost savings.

The import from the Microsoft 365 licence portal makes it possible to automatically create all products, licences and contacts required for the compliance check. By connecting one or more licence portals, the licence overview can be managed centrally, with all relevant elements being created as required and included in the compliance check.

Fees for software licenses are one of the greatest cost factors in IT. In almost all cases, however, there is a lack of transparent mapping of the software used. With transparent mapping, unused software and corresponding licenses could be quickly identified and set to retired or standby status, if necessary. Efficient license management saves companies long-term costs for maintaining and investing in software.

> *Implementing ACMP gives you efficient system administration and clean license management.*
>
> *Thomas Bauer, IT Manager, Barnim District*

Your advantages at a glance

- Save costs company-wide

- Link inventoried software with products using ACMP DNA

- Compliance with Windows Server Standard CAL and RDS CAL

- Recording of contracts, maintenance contracts and all associated licenses

- Compliance check for example in the event of a software audit

- Extensive control over all aspects of license management (concatenation, assignment, factor calculation)

- Easy control over downgrades and upgrades and secondary usage rights

- Read out the Microsoft 365 licence portal in full and include it in the compliance check

ACMP DNA
Identify undetected software

Just like a person's distinctive fingerprint, programs have a unique signature. Use ACMP DNA to automatically identify programs as well as bundles and to assign them directly to your existing licenses.

In doing so, unwanted software on company computers can be identified before it becomes a problem. Insufficiently licensed programs can attract negative attention during a software audit, and can be very expensive.

The ACMP DNA fingerprint database is an add-on to ACMP License Management that lets you see at a glance which software at your company is actually relevant for licensing.

ACMP DNA groups the detected software into categories, which for example assists you in identifying programs of the same type. Software not relevant under licensing law is recorded, but not displayed directly.
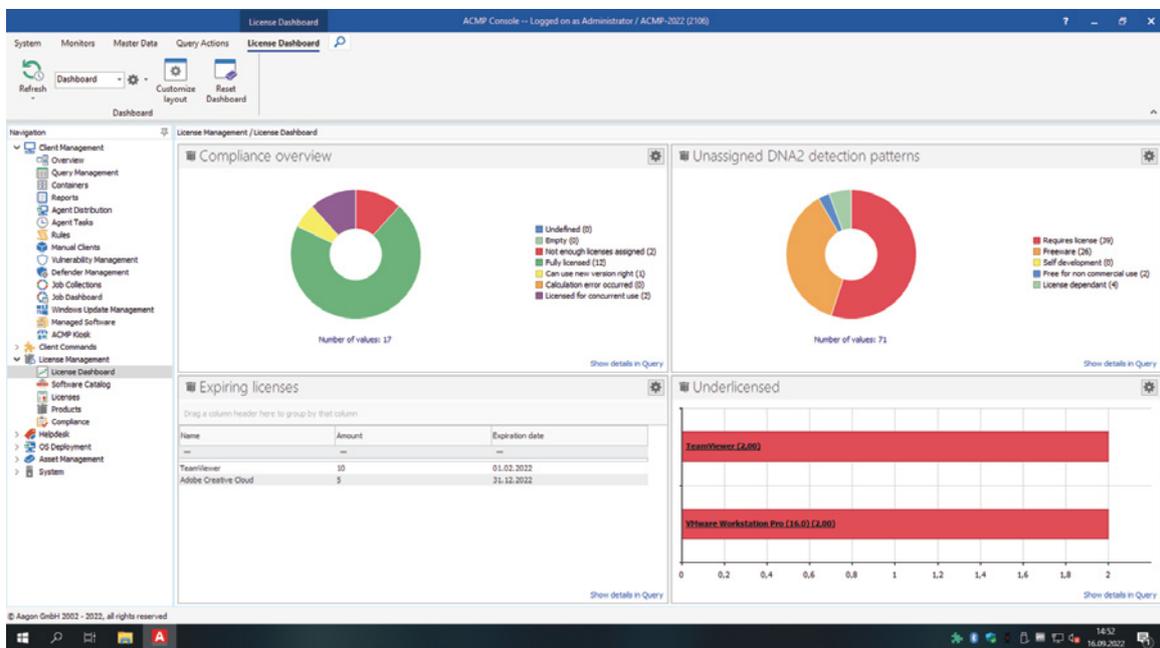
ACMP License Management and ACMP DNA are the foundation for solid work

Your advantages at a glance

- Automatic detection

- Extensive categories

- Over 14,000 manufacturers

- Over 700,000 releases

- Includes individual software

- Detects new and old versions

- Daily updates

ACMP Desktop Automation
Distribute software and automate routine tasks

Desktop Automation is the technological heart of ACMP. Without extensive programming knowledge, the so-called Client Commands help to manage all administrative tasks on server and client systems. Automation is the key to efficient IT management, from software distribution and patch management to configuration for complete desktop deployment.

ACMP Desktop Automation is able to conveniently automate all recurring tasks down to the smallest detail. The software is very easy to use for administrators and IT professionals and even less experienced users are able to work quickly and efficiently with the software.

More than 170 client commands, which the user can use intuitively via drag-and-drop, form the basis of the automation. The native support of scripting and programming languages such as PowerShell, Visual Basic and DelphiScript allows the problem-free integration of existing programs directly into ACMP. The bidirectional variable transfer of ACMP Client Commands and the native programming languages even allows a mixture of different languages. The fully integrated form editor rounds off a positive overall picture, especially for the user on site. Even exotic admin and user requests are no problem to implement.

Take the numerous client commands supplied as suggestions and give free rein to your ideas when creating your own client commands tailored to your IT. Dynamic containers give ACMP Desktop Automation even more depth and flexibility.

Administrators can also distribute shell scripts (bash & zsh) - for both macOS and Linux systems. This option is ideal for automated software distribution and system configuration of Unix systems. The familiar ACMP test and release processes are also available for Unix scripts, so that quality and control are guaranteed at all times. Thanks to improved container logic with operating system filters,you can maintain an overview even in heterogeneous IT environments. Versioning your own scripts also facilitates structured further development and secure operation.

Your advantages at a glance

- Dynamic grouping function via the ACMP containers

- Effortless software distribution

- Support for virtual applications

- Software packaging with approval process

- Automation of administrative tasks

- Control process sequences

- Simple handling

- Creation and distribution of Client Commands via drag-and-drop

- Integrated form editor

- Location independence thanks to distributed file repositories

- Central Unix script distribution for Linux and Mac

Complete Aagon Windows Update Management
Make WSUS redundant

Complete Aagon Windows Update Management (CAWUM) makes it easier for you to manage Windows updates. Free yourself completely from the dependencies of WSUS-managed update management, so that you not only save valuable time and resources, but also server licenses and license fees. CAWUM completely detaches Windows update management from restrictive WSUS processes and the associated server licenses.

The special feature: Clients do not receive the entire update file, which is several gigabytes in size, but only the individual patches they need. This saves valuable bandwidth and is an enormous gain for the efficiency of your IT in terms of installation time. It is also possible to control exactly which patches should be available in which languages on which file repositories.

Define individual release rings and distribute the Windows updates to individual test systems in different sub-networks. This way you can be sure that everything works exactly as you want it to before the updates are distributed to all other clients.

CAWUM is independent of regularly provided update files from Microsoft and is always just as up-to-date as the original WSUS server.
Administrators can always respond to threats and exploits with patches on a daily basis, as they are used to with Microsoft's on-board tools - fully automatically, controlled and monitored by you.

The automatic clean-up function ensures a clear update status and frees up unnecessarily used storage space.

CAWUM allows you to distribute updates for Office 365/2019. Updates and drivers also consume less storage space. Depending on the products in WUM, the update may take longer due to the migration.

Third-party catalogs with drivers can be distributed in a targeted manner without cloud or WSUS connection, which is ideal for companies that rely on local control and maximum security. Dell, Lenovo and HP are supported, including granular selection according to driver types and classifications. The test and release mechanisms are also used here.

Your advantages at a glance

- No more need for the Windows Server Update Services (WSUS)

- Daily updates for your IT

- Saves time and bandwidth since CAWUM determines in advance which patches a client needs and only sends these patches – not the complete update file of several gigabytes

- Autonomous and available for use without ACMP Desktop Automation

- Automation with three distribution rings

- Detailed adjustment of which patches in which languages should be synchronized to which file repositories

- Saves server licenses and license fees for update management

- Intuitive user interface

- Distribute third-party catalogs with drivers specifically without cloud or WSUS connection

ACMP Managed Software
Automate third-party patch management

As an IT administrator, you spend a lot of your time managing different updates and packaging software. With the vast number of updates, patches and new release versions available, this can quickly become overwhelming. Increasingly smaller time frames leave no time for more extensive testing for compatibility and vulnerabilities.

ACMP Managed Software makes it possible to carry out these updates using pre-packaged software bundles for nearly any third-party software. A huge selection of different standard software packages is available to you. All security-relevant updates are fully tested and provided in a quality-assured manner.

Various test and release rings allow you to plan the distribution of the software packages. This lets you keep track and make sure that the newly installed package in fact integrates smoothly into your IT infrastructure without any nasty surprises.

Clean-up automation makes it easier for you to manage your software packages and determines when an outdated package should be deleted.

Special bonus: Before rollout, each of the software packages can be converted into a Client Command with a click of the mouse, allowing any number of parameters to be changed and adapted. This lets you remain maximally flexible and your IT infrastructure maximally secure, because the prefabricated packages are monitored constantly and are kept up-to-date and expanded continuously.

Distribution can be planned
through various
testing and unlocking rings

Goal: Savings through
automation of the
patch management

Pre-packaged
and tested
software bundles

Clean-up automation
helps when uninstalling
old packages

Your advantages at a glance

- Automate third-party patch management

- Quality-assured software packaging

- Clear cleanup and parameter setting

- Easy management of patches and software installations

- One hundred percent overview of all newly installed software packages

- Maximum flexibility thanks to individual adaptability

ACMP AutoMATE
Record and automate setup routine tasks

With ACMP AutoMATE, you can package software easily with the click of a mouse. The integrated installation recorder documents your installation and all necessary entries and adjustments in the settings. It is even possible to reliably record extensive setup routines with ACMP AutoMATE.

Simply import the resulting scripts into an ACMP Client Command via the Package Wizard. In three simple steps, the wizard creates a Client Command that can be used directly after release. ACMP AutoMATE is used whenever it is not possible to run a "silent" setup or certain settings are not provided in the setup process.

ACMP AutoMATE gives you full control over menus, buttons and all other control elements. The range of functions includes locating and selecting list entries as well as starting, operating and monitoring programs and installation routines.

Measuring input through the installation recorder

+

Adaptations to the recorded script

REC

Automation of complex setup routines
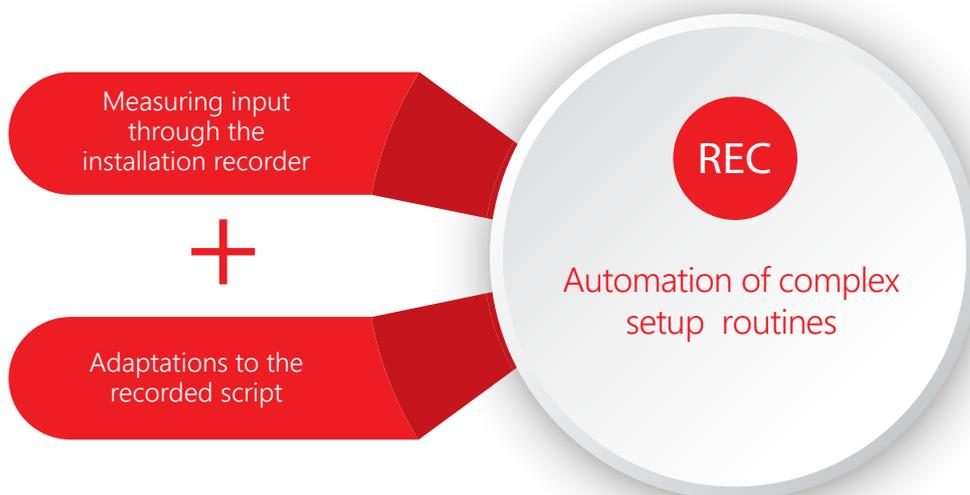
Your advantages at a glance

- Complete integration into ACMP

- Digitalization and monitoring of processes

- Automate setup routines

- Can be combined with other Client Commands

- Automate logical decision processes

- Time savings

ACMP OS Deployment
Company-wide rollout of operating systems

ACMP OS Deployment offers you the latest solution for unattended, network-based operating system installation, including full (U)EFI and secure-boot support.

For its development, we relied on over 16 years of experience in this area through our predecessor product ACK. You are offered opportunities based on the latest technology to distribute Windows operating systems at your company in a standardized manner and to use ACMP Client Commands to prepare them for deployment to your employees.

All of the drivers provided by Windows are of course directly supported as the rollout solution for Windows operating systems. In addition, other vendor drivers can easily be read from existing machines with the aid of menus and imported as a driver package using the ACMP OSD Driver Wizard.

Given its full support of all Windows operating systems – from Windows 7 to Windows 11 and Windows servers – ACMP OS Deployment allows for a fast and smooth installation of an unlimited number of computers in your network. The ACMP Suite manages the computers simultaneously and centrally. ACMP OS Deployment is also equipped with flexible Client Commands to assist in preparing a computer for use in everyday work.

Customizable rollout templates enable an appropriate rollout for the different areas of your company and the requirements of your employees. Rollout continues even after the operating system has been installed and supplies the target computer with all the important drivers and settings all the way to setting up various power-saving options such as Green IT.

> *Modern and centrally administered PCs, a state-of-the-art operating system and up-to-date applications mean that our employees can now continue to provide the performance that makes Sinn watches so special.*
>
> *Marc Still, Head of IT, Sinn Spezialuhren GmbH*

Your advantages at a glance

- Full Windows 11 support

- Secure boot support

- Rollout of both BIOS and (U)EFI with and without secure boot

- We offer the option of both performing an unattended installation and distributing an image

- Joint rollout of the operating system and software directly from ACMP without setting up a WDS server with WAIK (WADK)

- Advanced adaptations possible without a WDS server. Only a WADK (WAIK) is required on the administrator PC

- Driver wizard for easy integration of manufacturer-specific drivers

ACMP Vulnerability Management
Detect backdoors and protect your own IT

IT security is a key aspect in the management of medium and large client infrastructures. The attention of hackers and scammers focuses in particular on vulnerabilities posed by outdated programs, security gaps, and incorrect configurations.

An IT administrator should be able to keep track of these vulnerabilities: uncomplicated, detailed and up-to-date.

The seamless integration of vulnerability management within ACMP makes all information available for reporting, automation and the help desk at any time. ACMP Vulnerability Management has an extensive scan function that works in the background as you schedule it.

All data can be concisely tracked on a dashboard, and you can drill down to the smallest detail as needed. You also have the option of defining a reaction that is performed automatically in the event of a detected vulnerability. Assistance is available from a comprehensive catalog of CVSS-defined criteria and CVE-certified recommended actions. This lets you maintain an overview of all safety-related focal points of your IT infrastructure.

Custom planning of security scans

Automated reports based on scan findings

ACMP vulnerability management

Establishment of automated reactions if a vulnerability is found

Clearly structured dashboard with visually prepared data

Recommended actions based on CVSS and CVE

Your advantages at a glance

- A clearly structured dashboard

- Drill-down to the smallest detail

- Integrated and certified – not an "external" solution

- Recommended actions based on CVSS and CVE ratings

- A future-proof approach

- Flexible reporting options

- A freely definable reaction to detected vulnerabilities

ACMP Defender Management
Use Microsoft Defender Antivirus at your company

ACMP Defender Management was developed to provide administrators with the opportunity of managing the Microsoft Defender Antivirus real-time virus protection on just one interface on all clients and servers. ACMP Defender Management reduces the management effort and yields cost savings. Dashboards and reports, for instance, can be used to process security audits successfully.

ACMP Defender Management shows the defender status, scan histories, most recent threats and information on the next upcoming scan and provides the opportunity of querying the used/unused configuration profiles.

Administrators can create the user rights for configuration profiles, containers and query actions and adapt the rights for groups and their users. The tampering protection prevents harmful apps from changing important antivirus settings. The tampering protection cannot be deactivated automatically.

Regular scans for discoveries, threats and updates are performed. Notifications of discoveries are issued in real time. In addition, there is a configurable overview of all threats, failed updates and other events that have been discovered. It is possible to navigate directly to the affected client from an event.

Quarantine files can be viewed and actions can be executed on them very easily in a centralized manner from the ACMP Console. Quarantine files can be automatically deleted after a defined time period has elapsed.

You can start the antivirus scan on a client and have the status of the scan displayed in the logs. In addition, there is the possibility of assigning planned scans to a client using a configuration profile or to remove them.

Microsoft does not provide companies with critical infrastructure that are not directly connected to the Internet for security reasons with an opportunity to run management of Microsoft Defender without a cloud connection. Use of the ACMP Defender Management solves this problem because it can be used directly "on the premises."

Your advantages at a glance

- Central management using the ACMP console

- Easy, convenient configuration using the tried-and-tested ACMP interface

- Improved range of functions

- Easy commissioning and better performance due to integration into the operating system

- Interplay with other ACMP modules

- Cost savings since no additional anti-virus solution is necessary anymore

- Dashboards and reports to successfully process security audits, for instance

- Microsoft Defender Antivirus can be configured in such a way that the signature updates are obtained from your WSUS server, from the Internet or by means of ACMP CAWUM

- More homogeneity due to connection to the ACMP console

ACMP BitLocker Management
Manage data encryption centrally

Encrypting operating systems and hard disk drives is an effective and reliable way to protect company data from unauthorised access. BitLocker is a free tool provided by Microsoft for encrypting hard drives in current operating systems. The encryption of hard disks means, for instance, that data remains protected in the event of theft. Although BitLocker offers a wide range of features, there are also limits to its central management.

ACMP BitLocker Management is designed to enable IT administrators to centrally and natively manage the BitLocker's encryption of operating systems and hard disks. This central management also gives you, as an IT administrator, a precise overview of the client landscape.

When it comes to creating analysis reports, ACMP BitLocker Management also provides comprehensive monitoring and reporting features from which conclusive findings can be drawn. For example, they allow you to ascertain which clients are Bitlocker-enabled, which key protectors are currently being managed and which encryption status is set on the client.

Administrators can set up configuration profiles, containers and query actions, and then assign them on an individual basis. Centrally assigning different configuration profiles means you can also create a structured configuration of your hard disk encryption. With the help of remote actions, you can, for example, stop or continue protection, change the password or even change the system start PIN.

All security settings can be controlled natively. This way you can decide on which level of protection you require and can implement the requirements for your IT systems individually. The simple interaction with other ACMP modules leads to synergy effects that you can make the most of when running your software.

Prevent the loss of data

Manage encryption centrally

ACMP BitLocker Management

Native support

Take advantage of synergies

Your advantages at a glance

- All security settings and data available at a glance at all times

- Ability to control BitLocker efficiently with the help of BitLocker Jobs, e.g. automatic starting and stopping of encryption or changing of passwords

- Particularly high flexibility thanks to configuration profiles that can be individually adjusted

- Capacity to assign and remove configuration profiles

- Implementation of optional hardware tests to check whether key protectors can be set up

- Centralised and clear implementation of company policies

- Comprehensive reporting thanks to automated and plannable status queries

ACMP Security Detective
Create IT security in every respect

ACMP Security Detective and ACMP Vulnerability Management make an unbeatable team. The option of obtaining extensive information on parameters and settings of all clients in a network gives you full control over the most important areas of your company IT.

Stay on top of all Windows Security Center settings and parameters. ACMP Security Detective collects all important information about the local configuration of every Windows client computer in your network and keeps an eye on many different areas of your IT security.

All the relevant security information is available to you in a central database. The program's easy reporting capability allows you to focus precisely on what you need to establish a secure IT infrastructure.

Among other things, ACMP Security Detective determines the status of virus protection, spyware protection, the firewall and the status of all private and public networks.

ACMP Security Detective benefits most from its close integration into the ACMP Suite. You can provide fully automated and immediate responses to detected vulnerabilities using ACMP Desktop Automation.

Windows Firewall settings at a glance

Monitoring of the Microsoft Security Center

Complete control of the security solutions

Flexible reporting options

Monitoring of existing antivirus solutions

Your advantages at a glance

- Complete overview of all security solutions

- Monitoring of the Microsoft Security Center

- Full integration into the ACMP Client Management Suite

- Monitoring of existing antivirus solutions

- Status of the firewall visible at any time

ACMP Retired Clients
Map the entire client life cycle

The life cycle of hardware is limited. A computer's documentation remains interesting for updates even if it is decommissioned. ACMP Retired Clients allows you to fully document and track the life cycle of a client until decommissioning.

With just a few clicks, you can remove a client from ACMP, which automatically deregisters it from License Management and also Client Management.

ACMP Retired Clients also offers you the possibility to archive documents on retired devices. A dedicated "Retired Clients" report that shows the most significant data about the hardware and the date of decommissioning is available directly in ACMP. This allows you to identify decommissioned clients quickly and in a targeted manner.

ACMP Retired Clients lets you decommission even more than just Windows clients and servers. Mobile devices, as well as Macs, Linux clients and manually added devices, can of course also be recorded in an audit-proof manner.
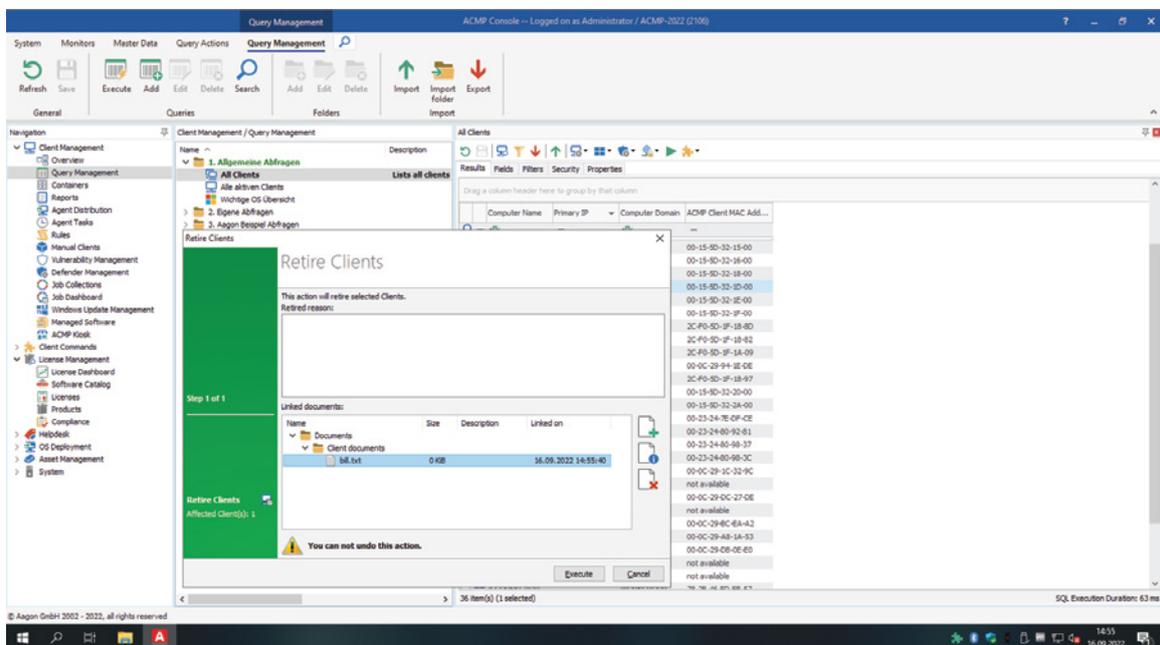
The entire client life cycle is completed with ACMP Retired Clients

Your advantages at a glance

- Complete integration into ACMP

- Audit-proof life cycle documentation of the clients

- Clients are no longer considered in license management and software distribution

- Documents are retained

- Important data and user-defined fields can also be edited after decommissioning

- The clients can be re-added to ACMP

- Decommissioning of all devices existing in ACMP is possible

ACMP Helpdesk
Enable agile IT support

How does your IT respond to disruption and problems that occur? How much time does your IT support dedicate to cumbersome troubleshooting because not all of the significant data, processes and diagnostics are available at a glance?
ACMP Helpdesk assists you IT Support in getting a handle on the increasing volume of requests, notes and issues from your users.

Fully integrated into the ACMP Suite, ACMP Helpdesk can access and use the information collected from other modules. This reduces the time between a support request ticket being submitted and a resolution of the problem. Connected client computers can be accessed easily using the integrated remote maintenance. Manual administration is therefore a thing of the past, as are difficult remote instructions over the phone.

The integrated knowledge base and the ACMP reporting tool let you create both the basis for rapid troubleshooting and the ability to evaluate incoming tickets, as well as accurately identify the points at which the most frequent problems arise.

Various interfaces turn ACMP Helpdesk into a powerful tool. Ticket requests can be provided with screenshots by email or simply written and edited precisely as needed, without any inconvenience or long wait times. A CTI connection to the ACMP Notifier provides a direct line of contact between customers and IT Support employees at the click of a mouse.
Our Contacts Adapter allows you to import your contacts maintained in the Active Directory directly into the ACMP Contact Manager.

> *Everyone knows the status of the ticket or the problem at all times, even if a colleague is not there. The Helpdesk therefore works much more efficiently.*
>
> *Sven Joost, Group Manager IT Administration, alltours flugreisen GmbH*

Your advantages at a glance

- Simple and concise ticket management

- Personalized dashboard

- Actions can be controlled directly from the ticket

- Freely definable notifications

- Freely definable escalations

- Integrated reporting

- Integrated knowledge base

- Based on groups and individuals

- Extensive regulating engine

- Helpdesk can also be called up in the web interface

- Reports can be sent using the email interface

ACMP Application Usage Tracking
Identify license usage and save costs

Has purchasing expensive software licenses paid off? Or do users still employ the familiar software and ignore the new purchases? ACMP Application Usage Tracking assists IT managers and directors with all these economic assessments of the software used within a company.

Use ACMP Application Usage Tracking to identify savings potentials and see at a glance:

- which programs your employees use

- which licenses you could do without

- the frequency of use of newly introduced and expensive software

ACMP Application Usage Tracking is fully integrated into the ACMP Suite, and therefore integrates perfectly with other functions for client automation. Of course it is also possible to conveniently report capabilities, flexibly evaluate data during runtime and record inventory.

ACMP Application Usage Tracking is completely anonymous and complies with national and European data protection regulations and works council provisions. ACMP AUT is available as an independent agent. Software usage and license management go hand in hand. This also perfectly protects the privacy of your staff.

Anonymous recording of software

Identify license savings

Acceptance and usage controlling of software

Application Usage Tracking

Your advantages at a glance

- Usage of software products on a daily basis

- Simple configuration

- Save on licensing costs

- Discern the acceptance of new programs

- Can be used selectively

- Data protection-compliant at both the national and European levels

- Comprehensive support for all Windows operating systems

A ACMP App
Get mobile access to your assets

The ACMP App complements the ACMP Asset Management and ACMP Helpdesk modules with the added benefits of mobile usability. All ACMP Asset Management and ACMP Helpdesk customers can use the app on iOS and Android operating systems at no additional cost. This gives users the advantage of being able to access the helpdesk or asset management features and information they require quickly and flexibly, wherever they happen to be.

Admins can now create, edit and close tickets while on the move – and, of course, it is also possible to view existing tickets. You can also process ACMP Helpdesk queries, for example, to find out in no time at all whether tickets already exist for a certain issue. When closing tickets, it is possible to save a record of the work time involved so that you can then evaluate which issues have caused the most complications or highest costs. The e-mail monitor is also available to keep an eye on all e-mails attached to the tickets at all times. You don't need a console to operate the ACMP Helpdesk when on the move, as you can perform most ticket-related actions directly in the ACMP App. You can simply close the ticket in the app without having to open the ACMP Console on your PC.

With respect to the management of tangible and fixed assets, system administrators can use the ACMP App to view, edit, delete and create new assets. Regardless of whether companies have multiple sites or multiple contracts, the ACMP App always provides an overview of the linked master data. Asset Collections also allow you to map summaries of individual assets in ACMP. The asset management experience is integrated into the mobile OS in an optimal way.

A barcode scanner with haptic feedback speeds up the assignment and integration of assets, and makes it easier in the process. Clicking on address data, a phone number or an email address opens the map, phone or email app respectively.
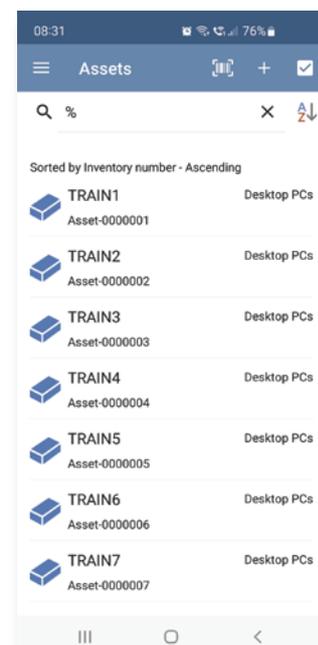
Asset overview with search feature

Your advantages at a glance

Helpdesk:

• Quick overview of all tickets

• Assess query results in a structured way

• Save standard queries and pre-defined text modules

• Create, edit and close tickets

• E-mail monitor

Asset Management:

• Fast mobile cataloguing and management

• Straightforward access to all information about company assets

• Display, edit, delete and create assets

• Summarising in Asset Collections

• Barcode scanner with haptic feedback

• Optimally integrated into mobile OS

ACMP Intune Management
Centrally manage mobile devices

Cloud and on-premises UEM connect seamlessly with ACMP Intune Management - for holistic management of the client infrastructure. Both local and cloud devices can be managed centrally in the ACMP Console. Devices, apps, users and groups are transferred from Intune to ACMP and made visible. Intune devices (iOS, Android, Windows, Linux, Mac) can be comprehensively managed with various actions and app assignments. IT can see at a glance which devices are managed by Intune and which are managed by the local UEM - for greater transparency and traceability.

Devices

Intune-managed devices are imported into the ACMP Console, linked to tickets in the helpdesk and used as assets in license management. Queries and reports provide a complete overview of all mobile devices with just a few clicks.

Apps

Apps registered in Intune are transferred and can be assigned to Android, iOS and Windows devices from ACMP across all platforms. App data is available for reports.

Multi-client capability

The most important data (devices, apps, users, groups) from multiple Intune instances can be imported into ACMP at and managed centrally - without the need to constantly log in and out. It is easy to switch between portals and locations within of the module.

Users

Users from Microsoft Entra ID are imported into ACMP and linked to the ACMP contacts as accounts. If there is no contact yet, one is created automatically. The user information can be used in helpdesk, asset and license management. Admins can see which devices or apps are assigned to which users and who has access to which Entra ID instances across all locations at any time. They can manage the group membership of users directly from ACMP and thus directly influence app assignments.

Groups

In ACMP Intune Management, you can see at any time which groups are assigned to which apps and how a group is made up. Group properties can be imported and used in reports and queries. Groups can also be used for location-independent comparisons and individual group members can be edited.

Your advantages at a glance

- Any number of Intune instances connected in one console, logically and comprehensibly displayed

- Hybrid IT infrastructure in an analyzable console (clients & servers)

- Comprehensive control of devices, users and groups incl. reporting

- Import and synchronize devices, Entra ID users and groups and link with ACMP objects

- Clear app assignments for mobile devices in ACMP based on Intune data

- Comprehensive management of Windows, iOS, Android and Unix operating systems

- All data can be used in the other ACMP modules

- Evaluation of all imported Intune data, time-controlled reporting on request

- Time savings and clarity thanks to a standardized platform

- Make decisions on the basis of complete data

⚙ Interfaces to ACMP
Integrate data from various sources

ACMP can be integrated perfectly into your existing IT infrastructure thanks to its large variety of interfaces. ACMP can provide data to and receive data from other systems. It is also possible to automate actions in both directions.

In principle, all types of systems can be connected. Examples of this are:

- ERP systems
- External ticket systems (e.g., OTRS, etc.)
- Microsoft Active Directory (AD)
- Microsoft Intune (for the administration of mobile end devices)
- Fixed assets accounting

Aagon Enterprise Service Bus (AESB)

Do you want to synchronize data from different sources, maybe even in real time?
Then Aagon Enterprise Service Bus (AESB) provides you with a powerful tool that meets even the highest demands in terms of scalability, interoperability and flexibility.

AD Connector

The connector offers a complete mapping of the OU structure of all Active Directories within the ACMP containers. In addition, users and contacts are included automatically. This lets you easily benefit from comprehensive connectivity between AD and ACMP.

SNMP Scanner

The SNMP Scanner reads all available SNMP devices in your network. It records information on the status and functionality.
Devices can be automatically identified as SNMPv3 with predefined credentials. If this is not possible, SNMPv2 requests are automatically triggered during scanning to ensure full compatibility.

The ACMP modules at a glance

Inventory

ACMP Core
The basis for all further ACMP modules

ACMP Asset Management
Manage all fixed assets at the company with app support

ACMP License Management
Basis for your software asset management. License Management records all licenses and software products, including audit security.

ACMP DNA
Reach your license management goals faster. Automatically identifies programs as well as bundles and detects unwanted software.

Manage & Distribute

ACMP Desktop Automation
Automates routine tasks and distributes software

ACMP CAWUM
Automated patching of Microsoft updates without a WSUS server

ACMP Managed Software
Automated patching of third party software with quality-assured packages

ACMP AutoMATE
Recording of non-parameterizable software packages and definition of settings

Install & Migrate

ACMP OS Deployment
Automated rollout of operating systems and provision of migration scenarios

Security

ACMP Vulnerability Management
Detailed overview of potential vulnerabilities thanks to CVE database

ACMP Security Detective
Overview of the Microsoft Security Center and thus of all important firewall and antivirus solutions

ACMP Defender Management
Use Microsoft Defender Antivirus at your company

ACMP BitLocker Management
Efficient data encryption thanks to central management

Documentation

ACMP Retired Clients
Document and track clients and servers that have been shut down in a revision-proof manner

ACMP Helpdesk
Fully integrated Helpdesk for recording malfunctions and incidents

ACMP Applicaton Usage Tracking
Detects unused software in compliance with GDPR, and thus helps to save costs

ACMP Reports
Automatic reporting on request with rules across all ACMP modules

Networking - AESB

ACMP Intune Management
Consolidates the existing MS Intune instance into ACMP for a comprehensive system overview

AD Connector
Maps the OU structure of the AD into ACMP containers. In addition, the user/contacts are imported.

SNMP Scanner
Scans for network devices and makes them available in asset management

Client capability
Personalized access rights at all levels

Our ACMP client management solution offers comprehensive client capability that fully lives up to its name.

Manage access rights within the ACMP Console and define the permissions of different location administrators down to the smallest detail. For example, it is possible to define specialist departments that are able to independently create Client Commands, execute them on the computers assigned to them and even carry out full rollouts. Only in their own domain, only with their own permissions.

Best of all: This applies to the entire ACMP Console. In this way, both containers and individual clients can be managed in a targeted manner.

A central administrator manages the different client groups, the affiliation of the clients, and sees at a glance where conflicts in the allocation can occur. Each client group can have its own administrator who only has permissions for their respective location.

Assignments can be changed at will and, for example, new structures or onboarding processes for new employees can be implemented in a few seconds via drag-and-drop.

Thanks to the client capability, you can now decide how autonomously local administrators may act while still giving them the best possible freedom to optimally fulfill their tasks.

Client administrator

Client 1   Client 2   Unassigned   Conflicts

Location administrator 1   Location administrator 2
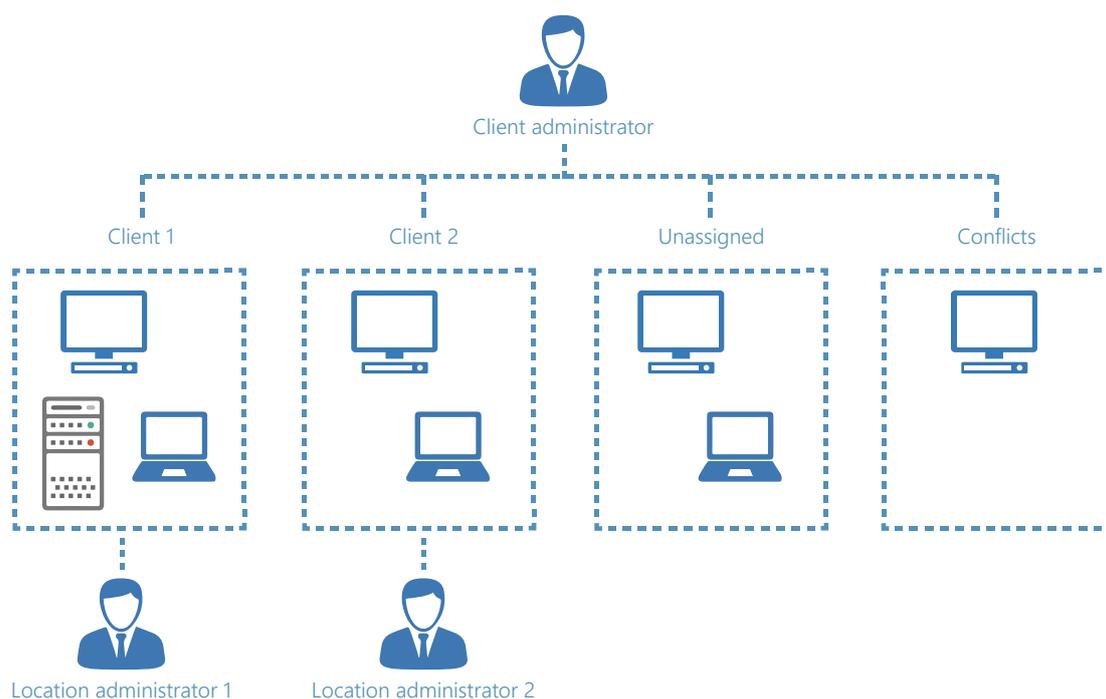
Your advantages at a glance

- Separation in the administration of branches

- More security in the administration of clients and servers

- Clean mapping of responsibilities

- As Managed Service Partners: View of your individual customers

- Included with ACMP Core

ABOUT AAGON

"Manage any device in a connected world!" – For thirty years, Aagon has been developing client management and automation solutions and is the specialist for the management of end devices and the automation of standard tasks. Due to careful development, more than twenty years in the market and the close collaboration with our customers and partners, our products are perfectly tailored to your requirements and needs.

Therefore, individual advisory services and the best support of customers and partners during installation and initial setup are part of the Aagon standard. A comprehensive understanding of customer needs and continuous contact with our customers and partners enable software development as a partnership of equals.

On-demand webinars, countless white papers and popular user meetings at different locations in Germany are just three examples of how much customer contact really goes into the development of ACMP.

Innovative employer

The Aagon Blog, various social media channels and numerous different commitments even outside of the company show that Aagon is a responsible and innovative employer in the SME sector. Aagon works as a certified training organization with universities across the region and contributes to training young talent. In addition, Aagon is a member of the Alliance for Cyber Security (ACS) founded by the German Federal Office for Information Security (BSI) and consequently does not only actively contribute to the security of your company's IT but is also always up to date on the current threat situations and hands-on cyber security measures. Aagon also broadens its horizons beyond the IT sector and supports the environmental organization WWF with software and expertise.

Satisfied customers are the best advertisement

Over 2800 partners and customers from all sectors and all sizes of companies across the DACH region (Germany, Austria and Switzerland) have benefited from Aagon's experience and innovative product developments for thirty years.

Would you like to learn even more about ACMP? Then just give us a call at
+49 2921 789 200 or send us an email to sales@aagon.com.

Service & Support
Our experts are here for you

Aagon offers extensive services for our ACMP software such as events, webcasts and training sessions to make your work with what is probably the best client management solution made in Germany even easier and more convenient.

Support

Our German-speaking and English-speaking support helps ACMP users with urgent questions about all Aagon products. Every customer receives personal attention and benefits from the many years of experience of our employees.
Knowledgeable experts will support you during the initial steps, the evaluation phase and the successful implementation of ACMP into your company's IT.

You can also find help in the ACMP Community, which contains further content and a comprehensive forum. (only available in german)

Package Factory

The Aagon specialists create quality-assured software packages in the Package Factory at fixed prices that feature consistent quality. This makes software packaging a predictable factor. IT departments can thus save a lot of time and human manpower.

A personalized package portal accessible at any time provides you round-the-clock access to your individual packaging orders and packages. Upload your own software to be packaged here or choose from a large number of pre-built packages. Your ordered software bundles will be made available within 48 hours and will still be available for download afterwards.

Simply use the comment function for particular wishes and information and keep an eye on all important changes in the detailed event log.

Your advantages at a glance

- German and English speaking support

- Knowledgeable experts

- Access to the ACMP Community

- Quality-assured software packages

- Individual requirement fulfillment

- Dialog among equals

- 100 percent software made in Germany

- We regularly provide ACMP Client Commands specific to current threats (e.g. Log4J) and for automation of routine tasks

Training, workshops and events

Aagon offers numerous training courses for customers and partners, which not only facilitate the handling of ACMP, but also delve further into the essential elements. This includes special training courses on ACMP topics such as Client Commands, OS deployment and license management. In addition, certifications that turn users into real ACMP professionals are offered as well.

We offer regular training courses that cover both the ACMP software as well as important areas of the sales process.

Numerous on-site and online events and trade shows provide you the opportunity to talk to our developers. Our experts will be happy to advise you on current IT topics and trends.

> With the ACMP client management solution, we once again offer our customers an essential component for reclaiming valuable internal IT resources to direct towards productive tasks and to make them available for the value chains of our customers.
>
> Dirk Wollmerstedt, SaxIT AG

Your advantages at a glance

- Basic training

- Special training courses for all ACMP modules

- User meetings for customers

- Evaluation workshops

- Exclusive trade fair tickets

- Personal contact and exchange of experience

Source: BORUSSIA DORTMUND

Our awards

Champion
in der Kategorie

IT & Network Inventory Management

PUR 2024
Professional User Rating
www.techconsult.de/pur

Professional User Rating
IT-Operations

CHAMPION

techconsult | EIN UNTERNEHMEN DER heise group

Champion
in der Kategorie

Client Lifecycle Management

PUR 2024
Professional User Rating
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in der Kategorie

IT-Servicedesk

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Champion
in der Kategorie

Software Asset Management

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Champion
in der Kategorie

MDM/EMM/UEM

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Professional User Rating
Security Solutions

CHAMPION

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High Performer
Kategorie

Vulnerability Management

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Professional User Rating
Security Solutions

HIGH PERFORMER

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Software Advice
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2024

SILBER
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AWARD 2024

GetApp
BEST
FUNCTIONALITY
& FEATURES
2024
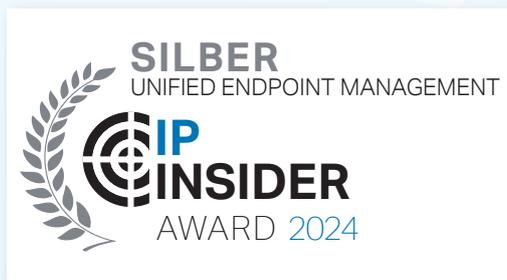
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Future

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