What is
Atea Client Operations?

Atea Client Operations takes care of your IT infrastructure remotely by operating PC's, including the corresponding management platforms.

Our client management services include a full scope of end-to-end remote desktop management, starting from desktop deployment and user data management to software and hardware asset and client patch management. Some of the core services included in our offer are distribution system, image, driver and patch management, service delivery management, and can be topped up by additional services such as group policy, antimalware, vulnerability management, and others.

The service is heavily influenced by the most dominant platforms used globally, such as Microsoft Endpoint Configuration Manager and Intune, but it does not necessarily mean we rely on them. The service is adaptable to other solutions as well.

The solution that **fits your needs**

Basic offer

The Client Operations Basic is a simple and light-weight solution with fast onboarding and more than 70 up-to-date 3rd party apps. Tailored for end-user self-service and self-provisioning, with professional support always available for consultancy projects or customization.

Plus offer

The Client Operations Plus provides a choice between the most popular management platform – Microsoft Intune and Endpoint Configuration Manager. The Plus offer gives you the option to customize your environment to your unique vision or needs without any extra costs. All deliveries in the Client Operations Plus model is supervised with standard SLA guarantees.

Premium offer

The Client Operations Premium is the heavy hitter of the three. It supports a combination of Microsoft Intune and Endpoint Configuration Manager, JAMF for macOS management, or other distribution systems you might already be using.

ATEA

Stay in control while being agile and innovative

No matter if you are a small business or large enterprise, if your devices are your main value or just a tool for communication, no matter the needs and expectations, Client Operations is the solution that fits you!

Function	Basic	Plus	Premium
Supported Platform	Intune	Intune or Endpoint Configuration Manager	Intune and Endpoint Configuration Manager, JAMF or other
Supported OS	Windows 10, macOS	Windows 10, macOS	Windows 10, macOS
AppUpdate	Included	Included	Included
Distribution System Management	Limited Scope	Included	Included
Application Management	Limited Scope	Included	Included
Patch Management	Automatic	Included	Included
Application Packaging	Per click	Per click	Per click
Driver Management	–	Up to 10 certified models	Up to 30 certified models
Image Management	–	Up to 2 new image builds per year	Up to 4 new image builds per year
Antimalware Management	–	Microsoft Defender configuration and management	Customer AV solution configuration and management
Vulnerability Management	–	–	Monthly report and improvement suggestions
Service Management	–	Assigned SDM	Assigned SDM
Service Level Agreements	–	Standard	Per agreement
Reporting	Predefined Template	All service areas	All service areas and agreement specifics
Used ITSM	Atea ServiceNow	Atea ServiceNow	Atea ServiceNow or customer's ITSM
Zuum	–	Included	Included

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