Goverlan supplements SCCM for break/fix situations

Get immediate, real-time information and perform admin tasks without disrupting end-users, to gain efficiency, lower IT costs and increase end-user satisfaction.

Ability	SCCM	Goverlan
Ad-hoc, real-time configuration with no user impact	→ Technicians must remote control a computer to perform configurations quickly. *Remote control is disruptive to IT staff and end users.* → MMC snap-ins used for configurations but many Windows settings aren't accessed via snap-ins.	→ Support users **behind the scenes**, minimizing disruptive remote control sessions. → Replicates many native Windows configuration screens (e.g. Task Manager, Services console). → Snap-ins not required. Most common configuration elements are in a single, consistent location.
Advanced remote control	Not available	→ Locate and access a user's machine by specifying a partial **user or computer** name, then use *fast***Connect** to immediately view a list of machines that the user is logged into (including VDI, Citrix®, & RDP sessions). → Remote monitor the screen activity and health status of groups of machines in a single network/bandwidth-friendly **1-click dashboard**. → Centralized audit reports for remote session activity → Drag-and-drop file transfers → VNC for Mac/LInux & Telnet/SSH for network devices
Ad-hoc, immediate software / hardware inventory checks	→ SCCM is not real-time. SCCM inventories are updated periodically and may contain stale data. Therefore it may not be suitable for break/fix scenarios.	→ Real-time information immediately available for break/fix situations. → Data can be stored real-time to a local file or to a central SQL database. → Schedule inventory collection/polling. → Easy to use by Level I or Level II support without giving access to SCCM or AD servers.
Ad-hoc software deployments	→ Quick installs require remote control, leading to interrupting the end-user. → Constructing packages or applications is time consuming.	→ Easy package creation. → Deploy or remove ad-hoc software to affected clients in under 3 minutes, with no impact to the end-user.
Team collaboration	Not available	→ Allow multiple administrators to participate in the same remote control session with chat. → Distribute 1-click dashboards to other administrators and team members. → Share and collaborate on complex scripts.