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Reduce IT Support Costs With PC Optimization Software

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Piriform



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Introduction

2	This paper discusses how IT desktop support and centrally managed PC optimization tools from Piriform can help companies reduce cost per desktop, laptop and notebook PC.
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5	Each PC at your company is built to last more than a decade. However, end users and system administrators must perform certain tasks regularly in order to keep PCs running at optimum levels.
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Healthy Desktop, Lower Costs

"A well managed desktop can save money - a 42% saving for a locked and well-managed desktop PC compared with an unmanaged one."

Gartner, Inc

Problem Statement

Gartner estimates lifetime costs for PC repair and maintenance to be as high as \$2,162.89 per PC, nearly half of the average PC TCO* of \$4,850.33

– *Gartner Consulting* *TCO, Total Cost of Ownership

Companies are looking to reduce costs while extracting the optimal value out of every investment, asset and employee. The \$2,162.89 Gartner consulting references above only reflects a portion of the value lost from sub-optimal PC operations.

Lack of PC maintenance increases cost in several areas:

- » Increased help desk calls
- » Decreased end user productivity – lost hours waiting for PCs to boot, web pages and cloud based applications to load and run
- » System crashes which may require investing in redundant backup hardware and knee jerk PC acquisition expense
- » Premature hardware replacement

Piriform's CCN Solution

Piriform delivers solutions that keep all of a company's PCs running at optimal levels by making the machines Clean, Safe and Fast.

- » Clean computers run faster for longer, extending hardware upgrade cycle and increasing hardware ROI (Return on Investment)
- » Speed up PC performance and enable efficient use of web apps, net-based tools to reduce support costs: Fewer IT help requests for fast computers
- » Remove registry errors for faster operation and reduce probability of software and hardware crashes

Piriform CCleaner Network Edition (CCN)

CCN is the networked version of the hugely popular and award-winning CCleaner system optimization tool. Install the CCN Admin Client on an IT Administrator's computer and they can remotely deploy the User Client across the entire network. Allowing them to clean and optimize all the computers in your company's network from a single location - without having to visit each individual machine.

Clean computers run faster for longer

CCN centrally cleans and optimizes end users PCs resulting in dramatically faster boot times, faster web navigation and faster page loads. CCN increases user productivity and improves the end user experience reducing help desk calls and reducing demand to upgrade/replace PCs.

- » Faster Internet browsing: enables efficient use of web apps and net-based tools. End users are more dependent on web based applications, spending more and more time accessing applications and information via browsers. Browser activity, histories, temporary files and downloads accumulate and slow performance.



What does cleaning do?

CCN cleans and optimizes all areas of your computers, including Internet browsers and the Registry. Fixing problems and freeing up valuable hard-disk space.

CCleaner Network Edition (CCN) Functionality

CCN supports cleaning and optimizing all areas of Windows as well as third-party components. These include:

- » **Windows:** Recycle Bin, Temporary Files, Recent Document History, Log files, Clipboard, Memory Dumps, Error Reporting Data, Broken Shortcuts, and many more
- » **Internet Explorer:** Temporary Internet Files, History, Cookies, Recent URLs, Form History, Autocomplete data
- » **Other Browsers:** Full support for all versions of Google Chrome, Firefox, Opera, Safari. Additional support for older browsers, such as Netscape.
- » **Browser Plugins:** Flash, Silverlight, Adobe Reader
- » **Other Applications:** Microsoft Office, Adobe Acrobat and more than 200 other applications

Keep Each PC's Registry in Order to Reduce User Support Headaches

Each PC's essential hardware and software information is stored in the Registry, and it also controls all the key settings and options required by the system. The system's registry is one of the most important parts of a windows based operating system.

Problems Associated With the Registry

Registry errors cause a variety of problems for end users ranging from slow and diminishing performance to system crashes and application failure. The Registry becomes clogged with unnecessary data over time and errors mainly occur because of invalid and/or missing keys.

- » CCleaner Network Edition registry cleaning enables remote cleaning and removal of registry errors for all machines on your network.



Piriform's CCN Solution

Piriform's CCleaner Network Edition (CCN) is the networked version of the hugely popular and award-winning CCleaner system optimization tool.

Small and Enterprise Support

- » Simple one-click deployment onto clients
- » Analyze single machines, workgroups or the entire network
- » Manage cleaning rules and settings from one place
- » Highly secure client and encrypted communications

CCleaner® cleans unused files from your PC and helps Windows to run faster and frees up valuable hard disk space. It also clears history of the PCs online activities such as Cookies and Internet history. Furthermore, it has a fully featured registry cleaner.

Piriform CCleaner Network Edition

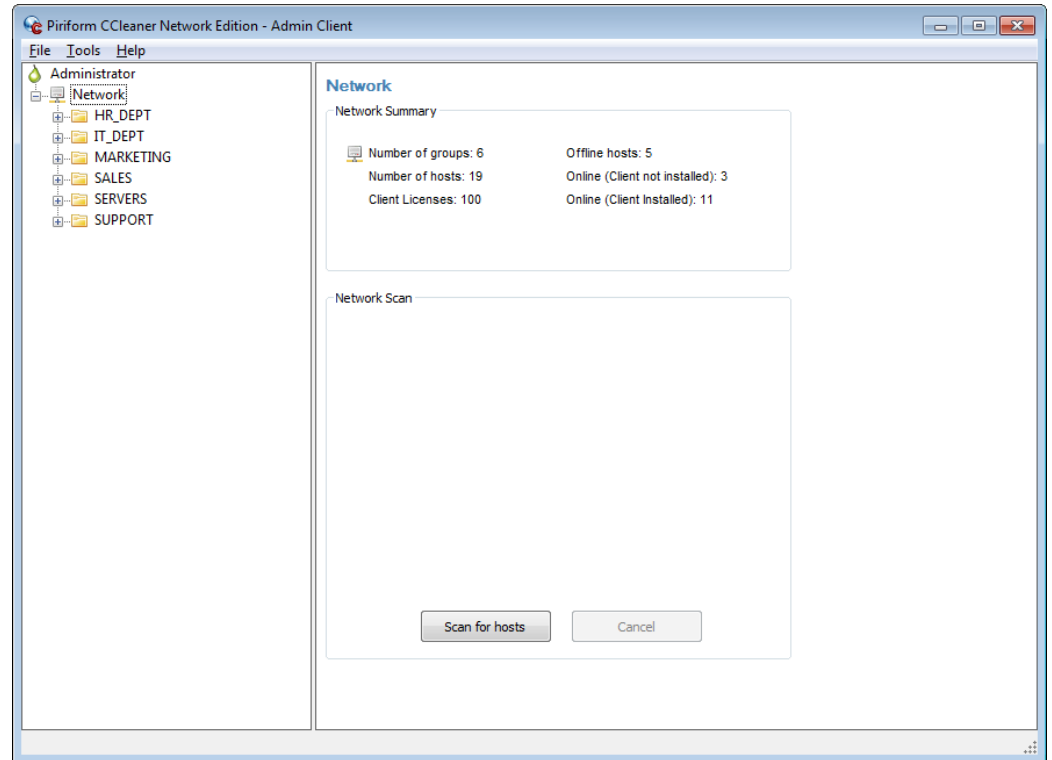
Install the CCN Admin Client on an IT Administrator's computer and they can remotely deploy the User Client across the entire network. Allowing them to clean and optimize all the computers in your company's network from a single location - without having to visit each individual machine.

Product Features: CCN Admin Client

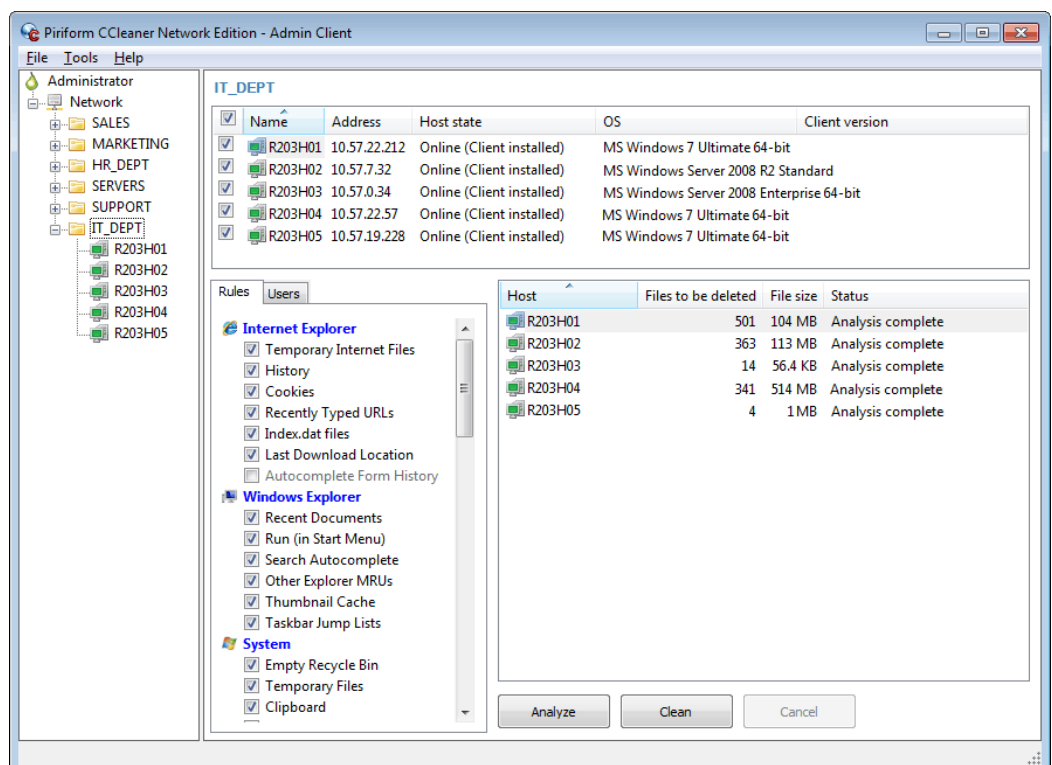
- » Scan your entire network from a single computer
- » Optimize single or multiple computers at once
- » Organize the computers into groups
- » Active Directory support
- » Customize settings per computer or group
- » Support for small, medium or enterprise networks
- » Add your own tailored cleaning rules



Remote Management: no need to physically visit each computer



Customizable: tailors cleaning for your business





Summary

Companies can reduce support costs, hardware costs and lost user productivity cost by centrally deploying and managing CCleaner Network Edition. CCN minimizes PC downtime, optimizes PC performance and proactively maintains the health of desktops, laptops and notebooks.

Piriform Benefits

- » CCN Increases hardware ROI: clean computers run faster for longer, extending hardware upgrade cycle
- » Faster Internet browsing: enables efficient use of web apps, net-based tools
- » CCN Registry Cleaning enables remote cleaning and removal of registry errors for all machines on your network

About Piriform

Piriform is the leading global provider of software that makes PCs run Clean, Safe, Fast™. Piriform's flagship product, CCleaner, has been downloaded over 700 million times, is deployed in 195 countries and is available in more than 40 languages. Piriform's award winning product portfolio includes CCleaner, CCleaner Network Edition, Defraggler, Speccy and Recuva which optimize PC performance, improve security and extend PC hardware's useful life. Piriform products are designed for home use, small and medium business, large enterprises and public sector organizations. Piriform Headquarters is located in the London with offices in New York and Europe. More information is available at www.piriform.com

References

1. **Cost Optimization: Re-evaluating Your PC Hardware Replacement Strategies | 27 March 2009 | Gartner ID: G00166285**
2. **How to Reduce Your PC TCO 30% in 2011 | 20 March 2009 | Gartner ID: G00166195**
3. **Slowing Your Boot Process | 17 September 2009 | Gartner ID: G00169743**

For more information contact Piriform at 1-800-816-9004