

# Why every Apple tech, IT Pro and consultant should think like a MSP

Presented by Brian J Best, @macmsp

CHOOSE INTELLIGENCE

**LOGIC**now™

# About Me

- I think like an MSP



# About Me

- I think like an MSP
- Founder/Chairman, BestMacs



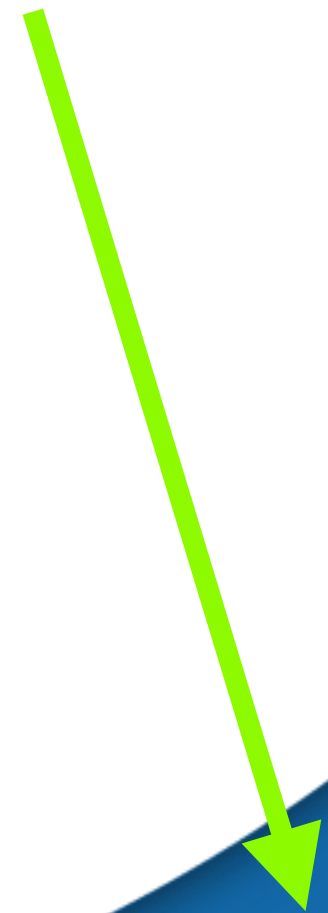
# About Me

- I think like an MSP
- Founder/Chairman, BestMacs
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# About Me

- I think like an MSP
- Founder/Chairman, BestMacs
- Founder, Mac-MSP
- Apple Strategist, LOGICnow





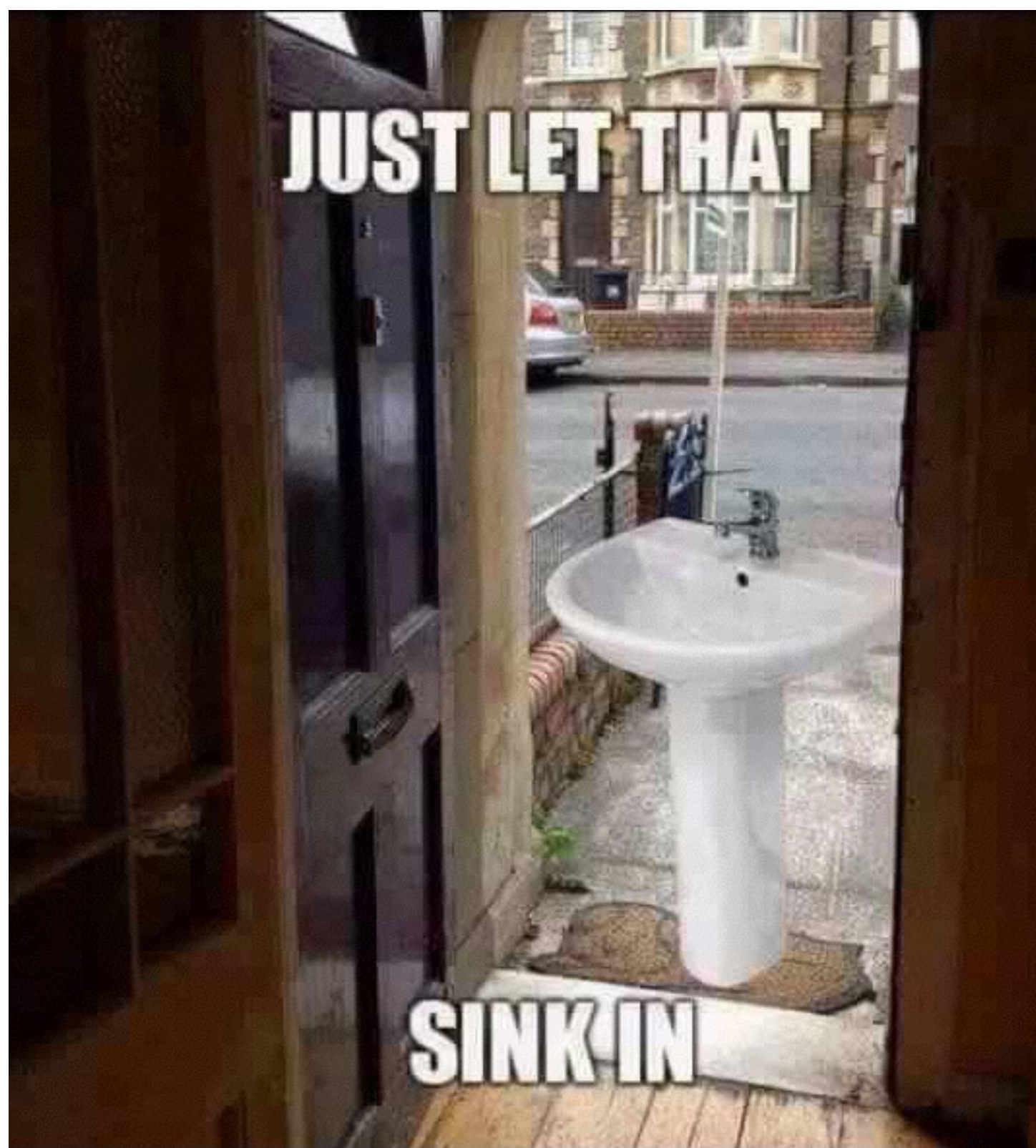
Technician  
IT Pro  
Consultant  
MSP

We all support technology  
and we all get paid to do that.

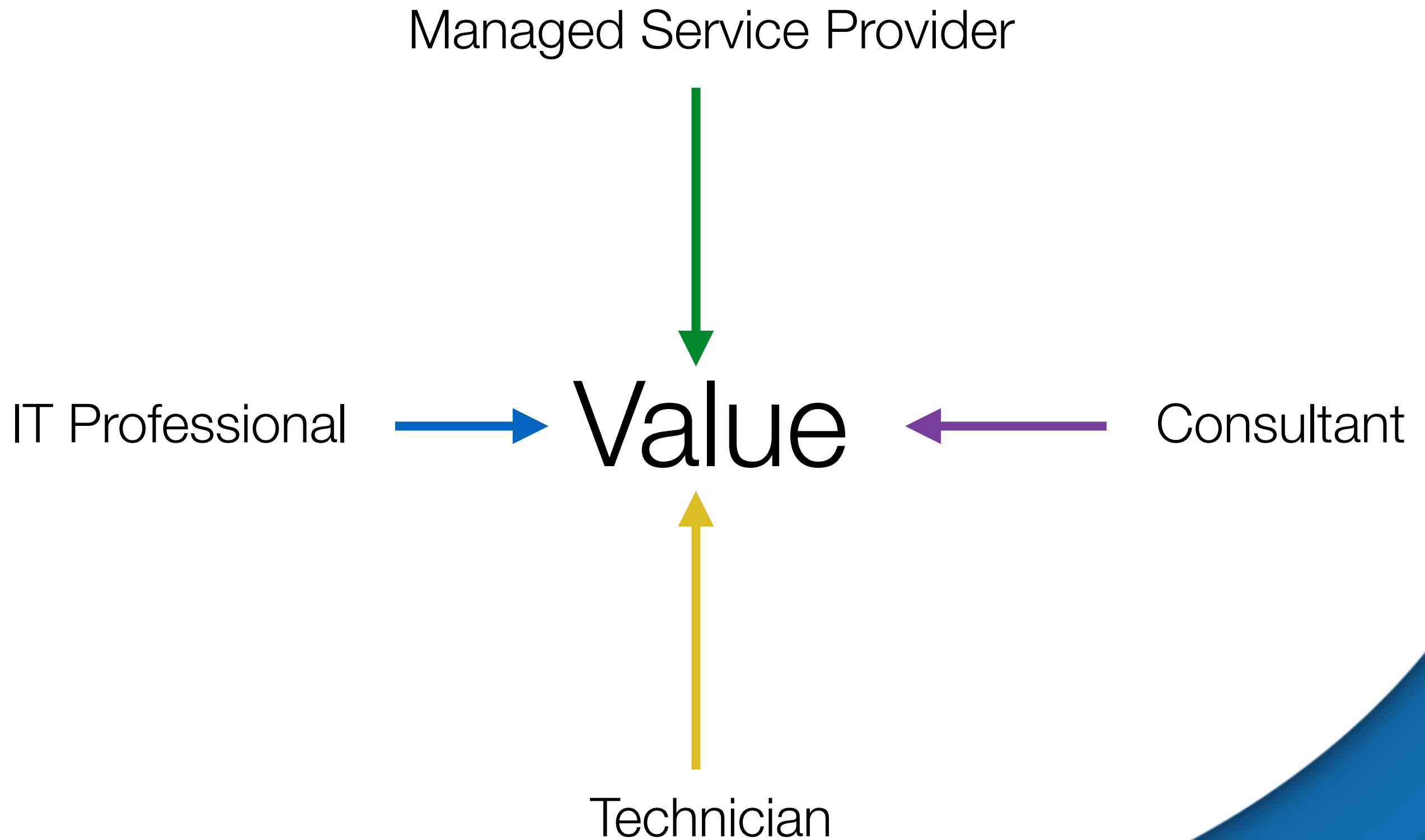
We protect their potential  
to fulfill their mission.



Because of our work, they make  
more money than they pay us.

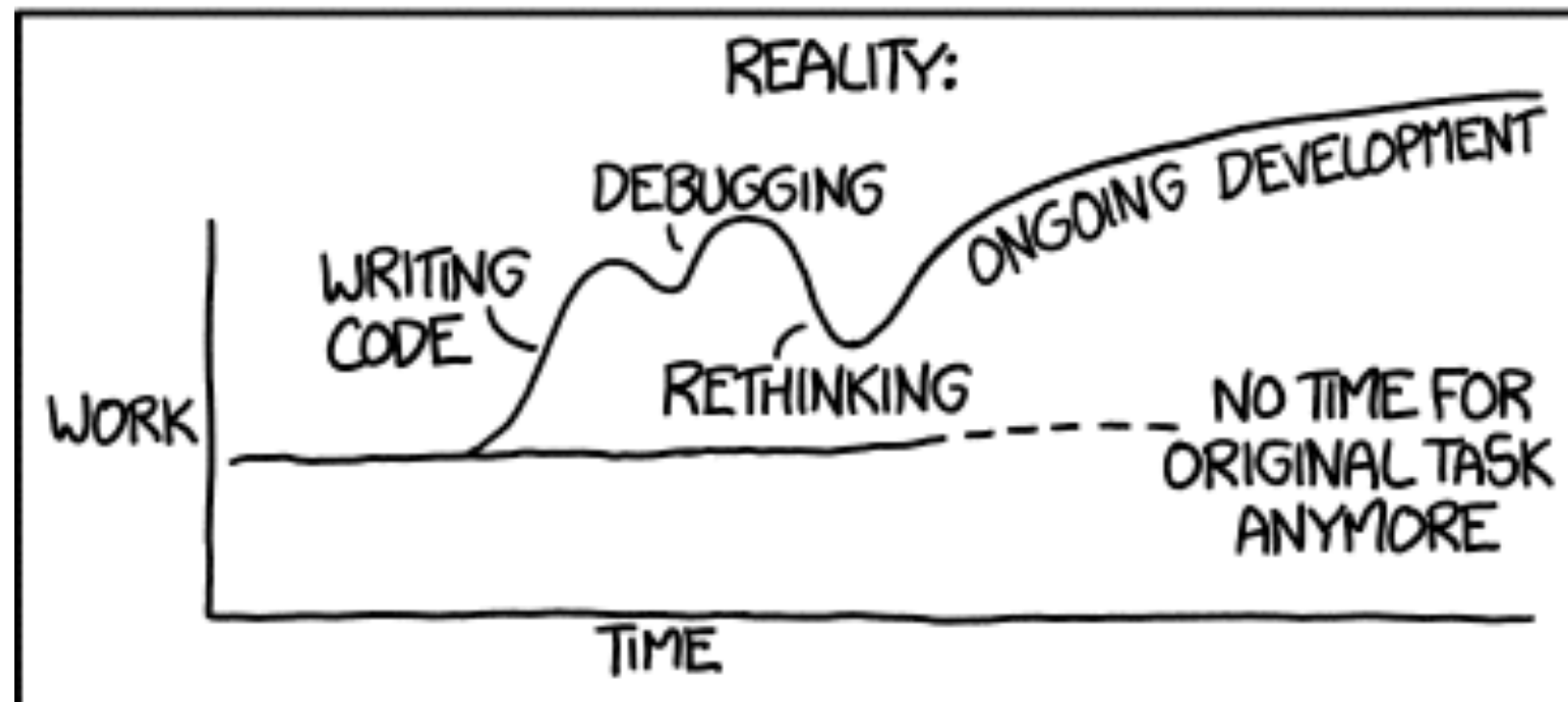
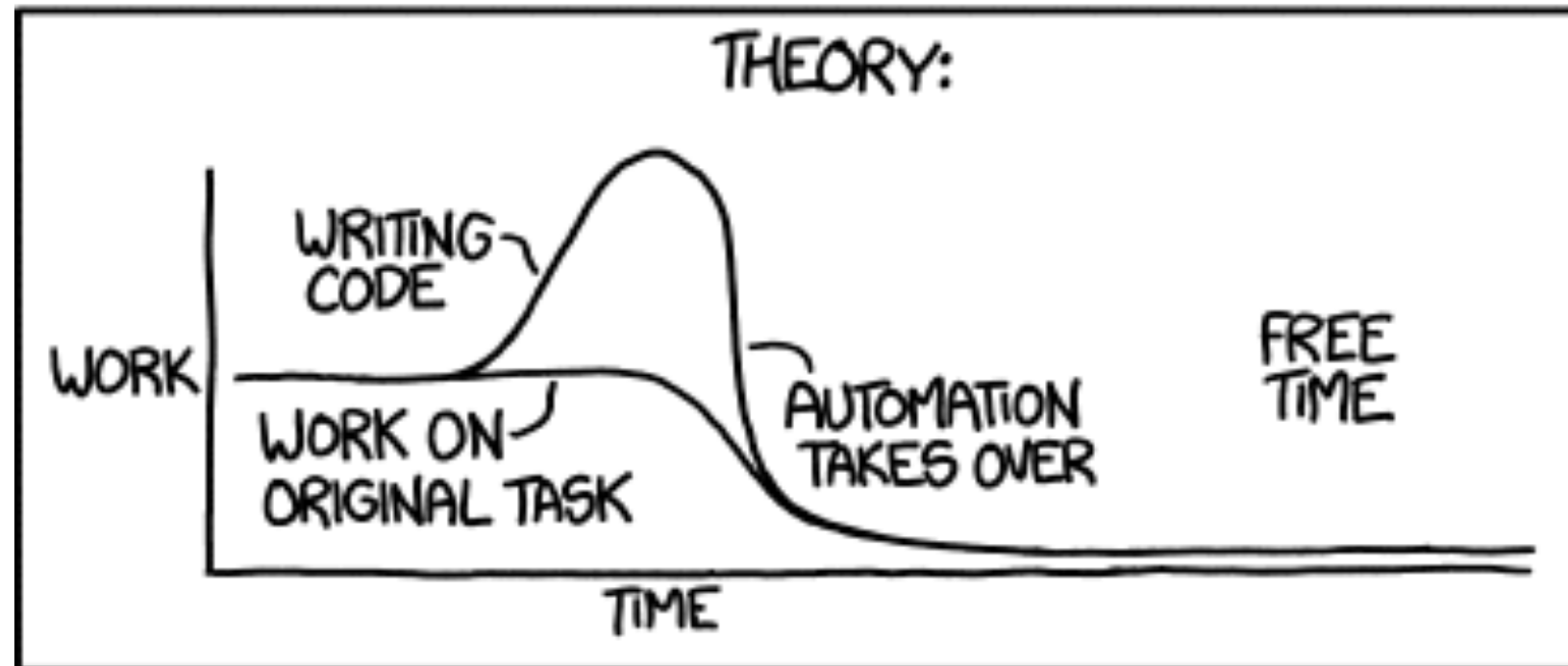


# Investment or Expense?





"I SPEND A LOT OF TIME ON THIS TASK.  
I SHOULD WRITE A PROGRAM AUTOMATING IT!"







## Updates Ready to Install

Do you want to restart to install these updates now or try tonight?

Restart

Later ▾

Try in an Hour

Try Tonight

Remind Me Tomorrow

Please Just Let Me Live My Life

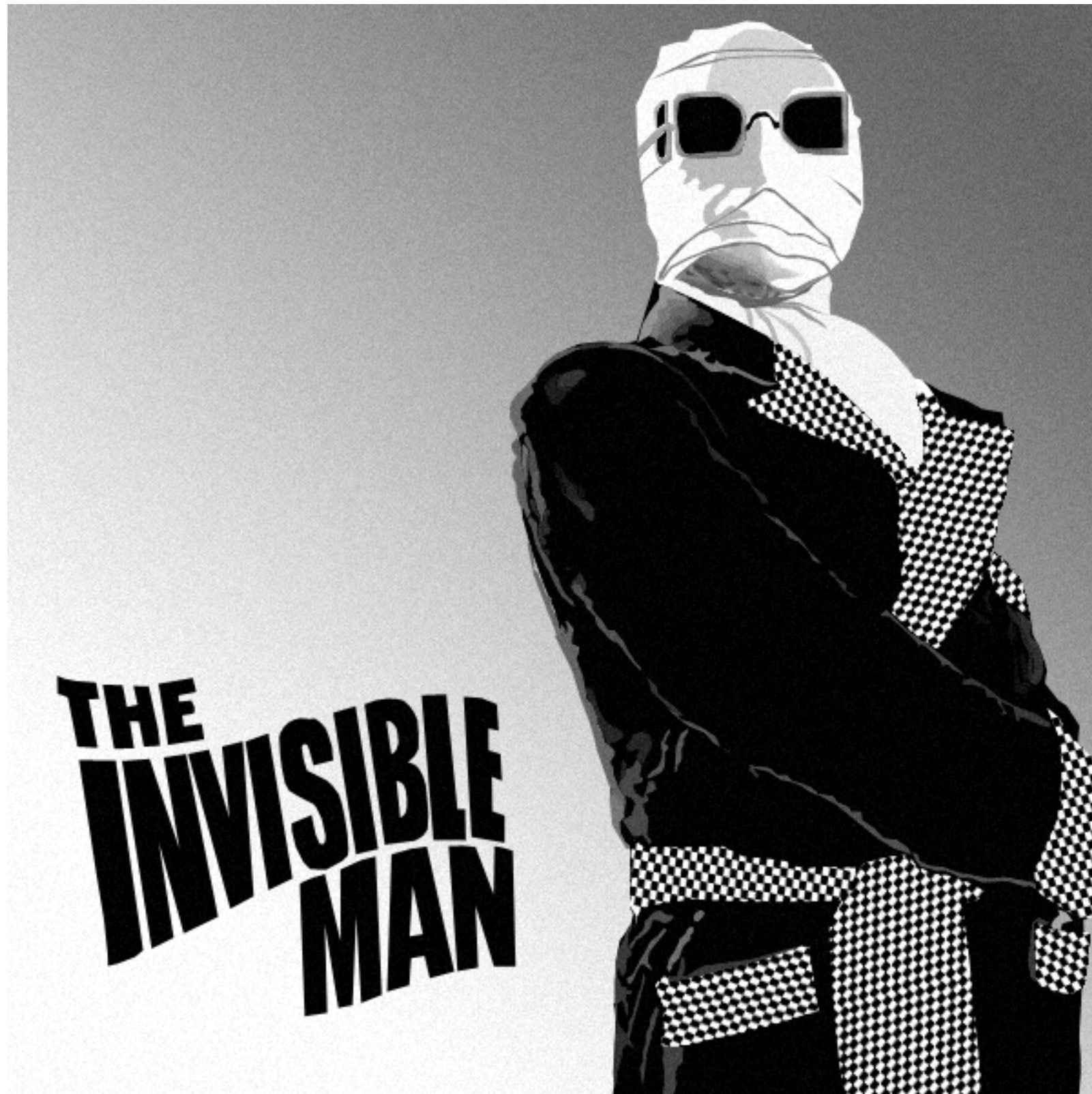


5 minutes to download/install  
15 minutes to re-focus  
20 minutes “downtime”

Ave payroll (taxes, benefits)  
\$45,000/year =  
\$7 for 20 min to install

“Default Tech” interrupts user  
to do the maintenance =  
\$14 for 20 min =  
\$42 for 1 hour of “downtime”

\$42 x monthly maintenance =  
**\$504 per Mac per year**



# Active

## RE

## PRO



\$\$\$\$

\$



















Make yourself a  
positive investment.



CHOOSE INTELLIGENCE

LOGiCnow provides the only 100% SaaS, fully cloud-based IT service management (ITSM) platform helping IT professionals secure and manage their systems and data through actionable insights - rewriting the rules of IT





Remote  
Management



Service  
Desk



Backup &  
Disaster Recovery



Mail



Risk  
Intelligence



Acme Enterprises Dashbo x

https://dashboard.systemmonitor.co.uk/default.php

# acme enterprises

38 / 52 4 / 10

File Edit View Reports Settings Mail Templates Agent Remote Access Managed Online Backup External Links Community Help

Monitoring and Management Servers Workstations Mobile Devices Services Networks

Server Take Control Remote Background Columns Problem Servers (52) Last Response

Page 1 of 2 Displaying 1 - 50 of 52

Summary Outages Checks Notes Tasks Assets Antivirus

Add Check Check

Description	More Information	Date/Time
Performance Monitoring Check - Disk - Total	Awaiting synchronisation	
Performance Monitoring Check - Processor Time	Awaiting synchronisation	
Windows Service Check - Print Spooler	Status RUNNING	16-Jun-2015 11:16
Antivirus Update Check - Managed Antivirus	41174	16-Jun-2015 08:03
Managed Antivirus Check	More information	
Backup Check - VaultLogix Backup	Product not found	16-Jun-2015 08:03
Antivirus Update Check - McAfee Viruscan	More information	16-Jun-2015 08:03
Disk Space Check - drive C:	Total: 20.00GB, Free: 9.22GB	16-Jun-2015 11:16
Windows Service Check - DCOM Server Process Launcher	Status RUNNING	16-Jun-2015 11:16
Windows Service Check - DNS Client	Status RUNNING	16-Jun-2015 11:16
Windows Service Check - Managed Antivirus	Status RUNNING	16-Jun-2015 11:16
Windows Service Check - Remote Procedure Call (RPC)	Status RUNNING	16-Jun-2015 11:16

IT Support made easy



Acme Enterprises Dashbo: x

https://dashboard.systemmonitor.co.uk/default.php

# acme enterprises

File Edit View Reports Settings Mail Templates Agent Remote Access Managed Online Backup External Links Community Help

Monitoring and Management Servers Workstations Mobile Devices Services Networks

Server Take Control Remote Background

Client Site Server Description

Page 1 of 2

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Windows Server 2003 detected on your servers

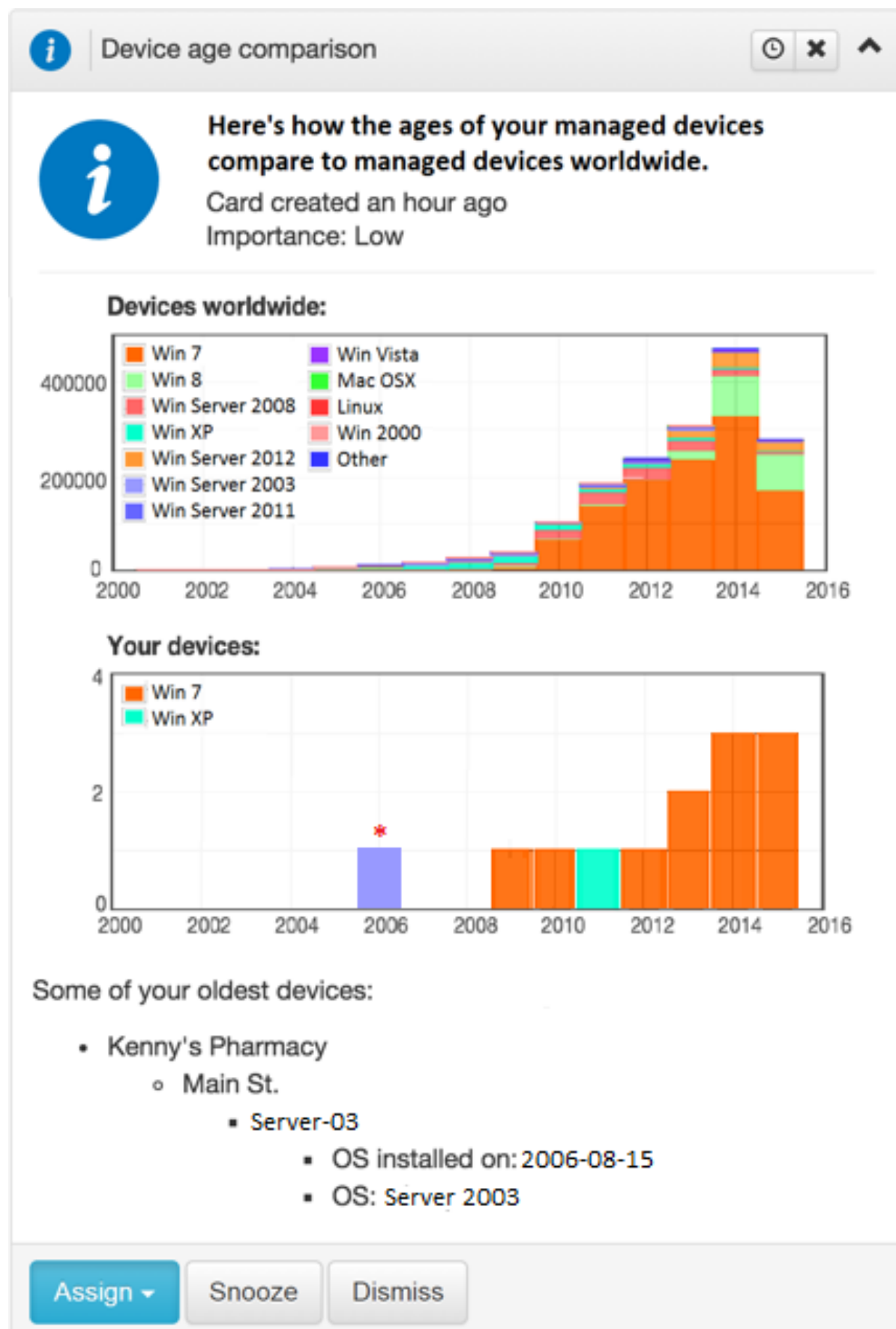
Devices missing feature: MAV

Update your Mozilla Firefox

Adobe Flash Player detected on your servers

Readme Feedback

IT Support made easy



# Global Benchmarking



You rank in the top 30% in time to patch

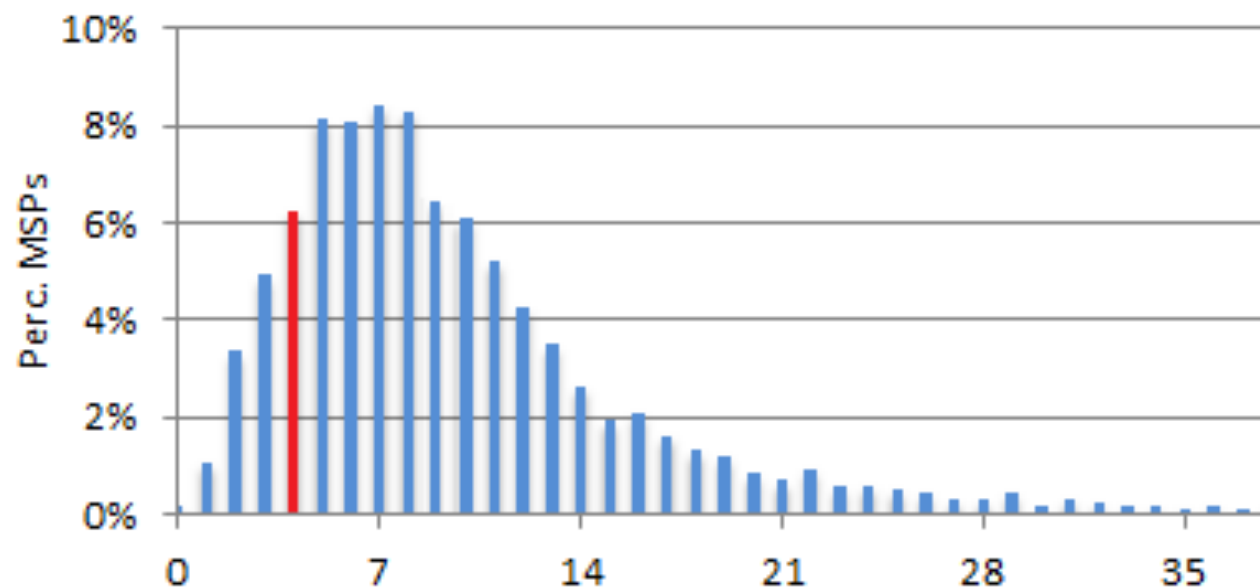


You rank in the top 30% in quickly applying critical MS patch updates in the last 6 months.

Ticket created 4 days ago

Importance: Normal

Average Time to Patch Critical MS Updates (Days)



- ◆ Your average time to patch in last 6mo: 4 days
- ◆ Our recommended best practice: Within 2-7 days

Assign ▾

Snooze

Dismiss

# Global Benchmarking



2 viruses on the rise in your geographic region

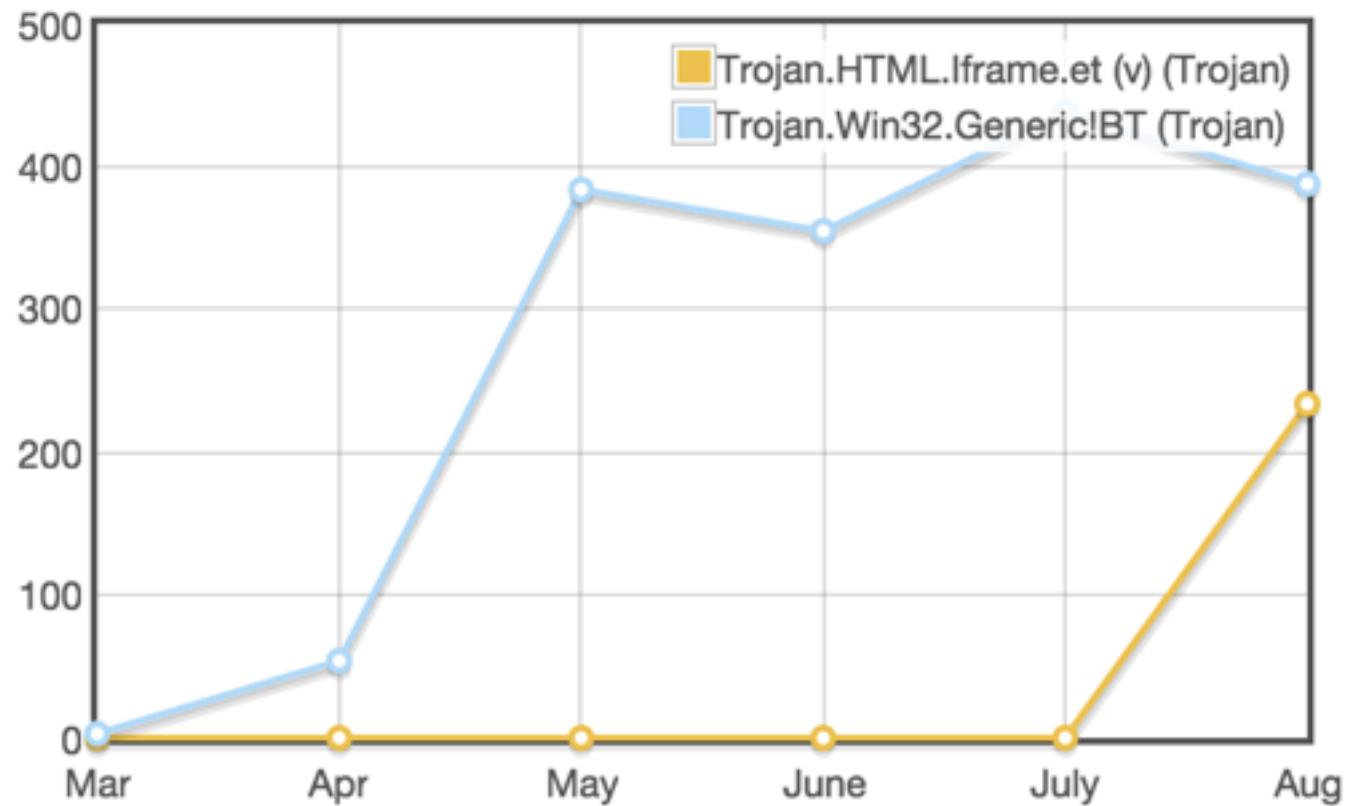


## 2 viruses are on the rise in your area

Card created 2 hours ago

Importance: Low

**Trojan.HTML.Iframe.et (v) (Trojan)** and **Trojan.Win32.Generic!BT (Trojan)** are on the rise in your geographic region. Please ensure all devices are protected with the most up-to-date AV software.



Snooze

Dismiss

# Regional Intelligence





2 patches have a high failure rate



### 2 patches have a high failure rate

Card created 11 minutes ago

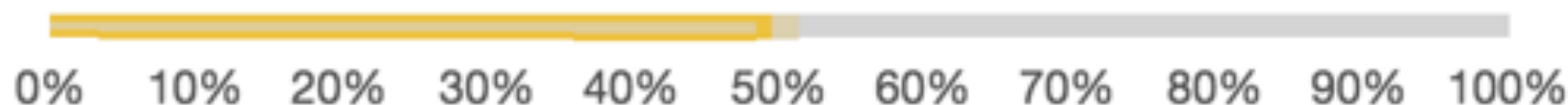
Importance: Low

Trends in our data suggest that these patches have a high failure rates. Keep caution when installing.

- Update for Windows Server 2008 R2 x64 Edition (KB3080149)




- Update for Windows 8 for x64-based Systems (KB3066441)




Snooze

Dismiss

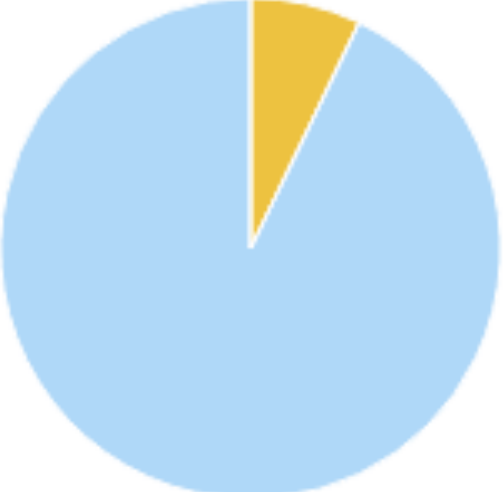
# Regional Intelligence

 Devices missing feature: MAV⌵✕⌵



1 out of 14 total devices missing feature MAV for customer Kenny's Pharmacy at site Main St.  
Card created 4 hours ago  
Importance: Normal

- Feature name: **MAV**
- 14 devices total
- 13 devices have MAV
- 1 device should have MAV added



■ Devices Missing Feature  
■ Devices With Feature

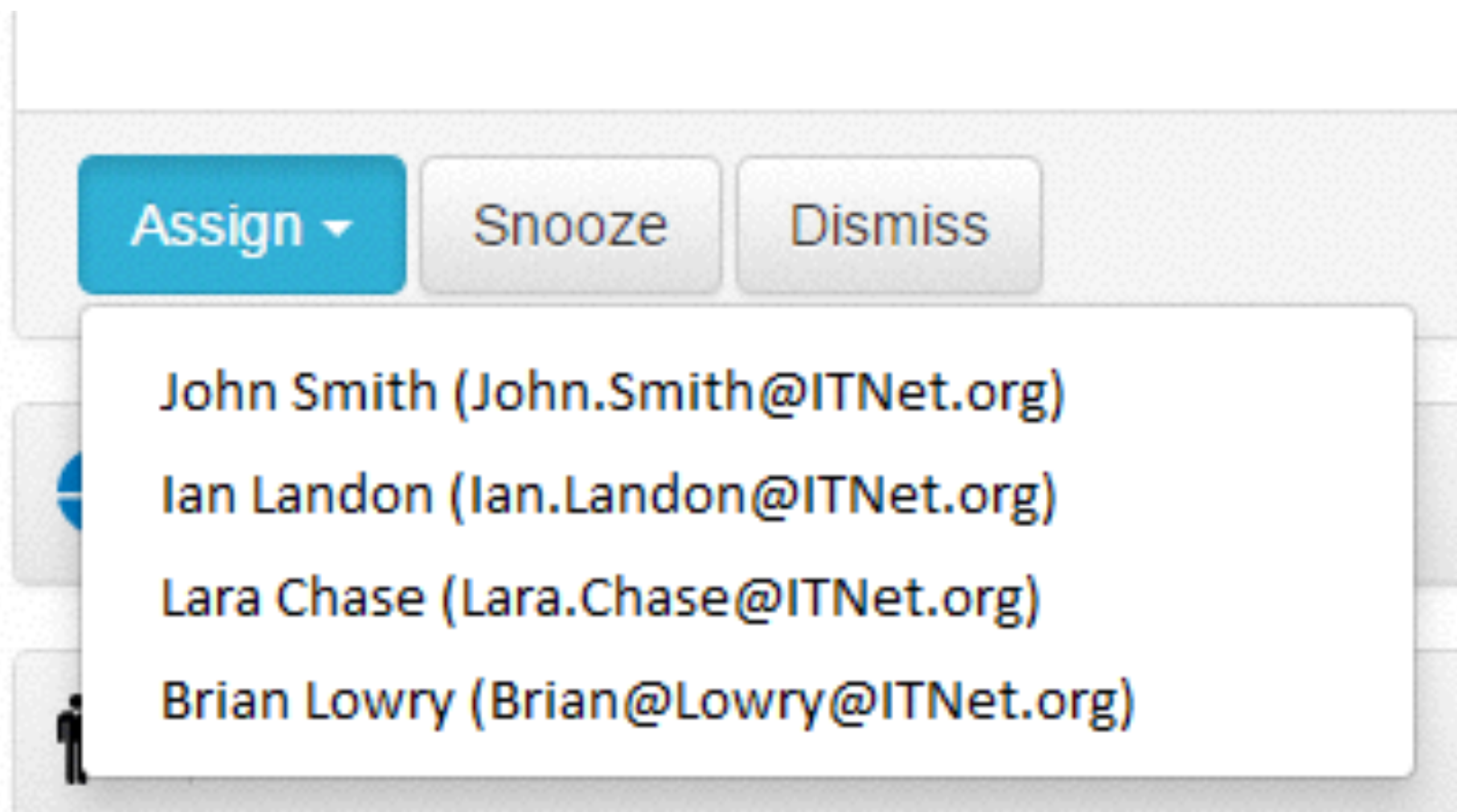
- Devices missing feature:
  - KP-58392

Assign ▾

Snooze


Dismiss


# Local Automation



# Local Automation



 Software recently added or removed



**1 of your devices have recently added or removed software**  
Card created 9 minutes ago  
Importance: Normal

Some of your devices have recently added or removed software. Aside from the inherent risk of losing important programs or unknown software being installed, this can indicate that a user has been given administrator privileges on the device.

Devices with recently added or removed software:


- Nexus Workspace
  - Main
    - SLBNS-03
      - Removed:
        - Mozilla Firefox 34.0.5 (x86 de)  
Removed: 5 days ago
        - Dell Client System Update  
Removed: 5 days ago
        - Java 8 Update 25  
Removed: 5 days ago
        - Sierra Wireless AirCard Watcher  
Removed: 5 days ago
        - Microsoft .NET Framework 4.5  
Removed: 5 days ago
        - Intel(R) PROSet/Wireless Software for Bluetooth(R) Technology(patch version 17.0.1414.3)  
Removed: 5 days ago


Assign ▾

Snooze

Dismiss

# Local Intelligence

 Adobe Flash Player detected on your servers



1 of your customers is running risky software Adobe Flash across 1 site  
Card created 4 hours ago  
Importance: Low

Adobe Flash is a highly risky software that, together with Adobe Reader and Java, comprised 66% of vulnerabilities exploited by malware between 2000 and 2003. If not required for business purposes, consider uninstalling. Learn more [here](#).

Before removing Adobe Flash, please check to ensure that it is NOT required by a business application installed on the device. Backing up your device is also recommended as a precaution before uninstalling Adobe Flash or any other system, service, or application.

Devices on which installed:

- Kenny's Pharmacy
  - Main St.
    - Device KP-58392

Assign ▾

Snooze

Dismiss

# Local Intelligence



# Local Intelligence





Tip: Use LocalSpeedVault to back up your data



1 of your sites being backed up by Managed Online Backup are not using LocalSpeedVault

Card created 11 days ago

Importance: Low

LocalSpeedVault is a free, integrated feature of Managed Online Backup that simultaneously saves all your backups locally, in addition to in the cloud. This gives your customers the flexibility to restore even the largest files at lightning fast speeds.

Enable this feature via Managed Online Backup > Settings > LocalSpeedVault and learn more [here](#).

Devices that could benefit from LocalSpeedVault:

- Kenny's Pharmacy
  - Main St.
    - KP-58392

Assign ▾

Snooze

Dismiss

# Local Expertise Suggestions



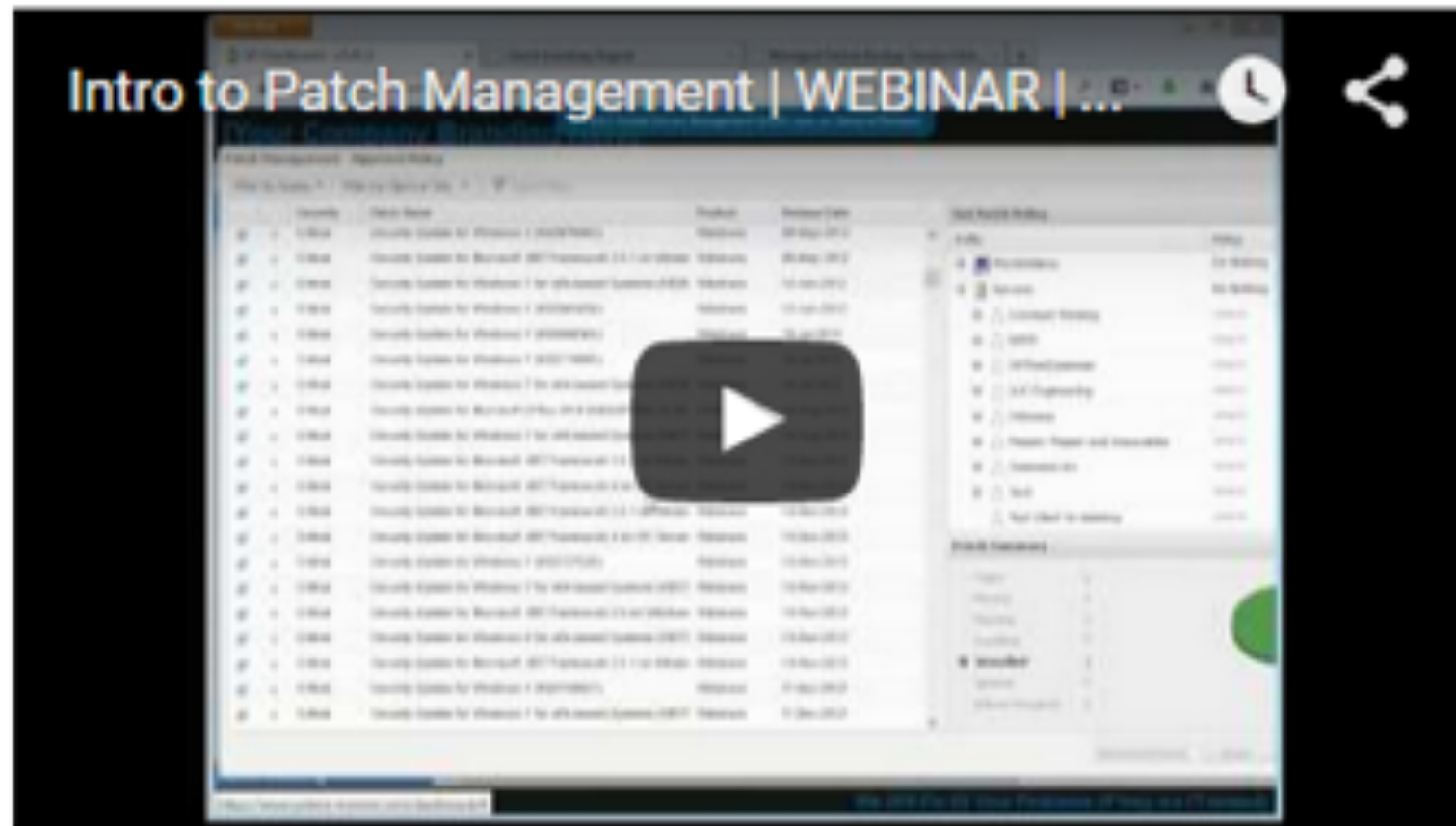
## How To: Setting Up Patch Management



View this informational video to learn how to get started with using RM's Patch Management feature.

Card created 11 days ago

Importance: Low



Assign ▾

Snooze

Dismiss

Prompted  
For  
Training  
When you  
Enable a  
Feature



- Benchmark your practices against our Global community
- Learn about Global, Regional and Local issues and action them to ensure you provide the best service
- Support your team in making the best decisions for your clients



# Risk Intelligence

<https://test.iscanonline.com/MTUJLKH/scans/473301.html?key=1e17e65c3a20621aa8d65021d66cd567b15d3c22>

 Mac on **MAX**

# Q & A



Thank you!!