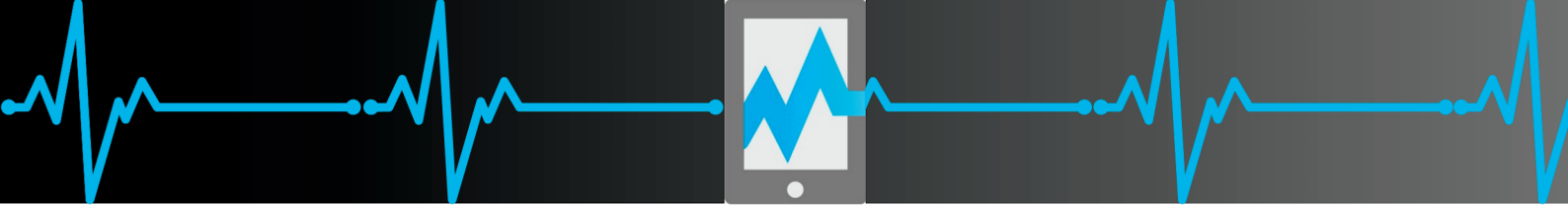# Complete Visibility
Instant Alerts
Total Control

Making IT Heroes
Pulseway

WHAT WE DO

Remote monitoring & management that works for you

Pulseway is an RMM software, built to help MSPs and IT teams reduce downtime and set new standards for efficiency through automation.

Work From Anywhere

With Pulseway you don't need to be stuck at a desk. Our full feature mobile app brings the full power of remote monitoring and management software to mobile devices. Get a real time view across your network, be alerted to issues and fix problems – all from your phone or tablet.
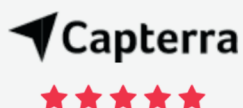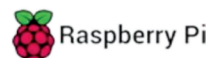
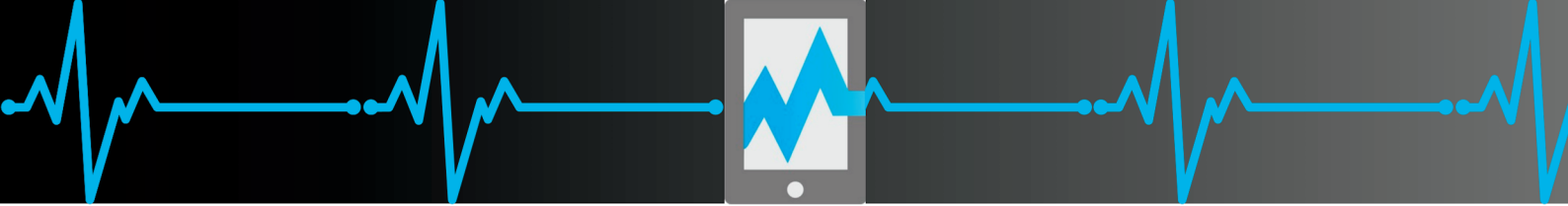## OUR MISSION

Pulseway was born of a simple idea:

Why is it so hard to remotely perform critical actions on your IT systems? That's what we asked ourselves back in 2011. It made no sense that IT technicians were tied to their desks. We wanted to give them a tool that allowed them to monitor and manage their network from anywhere so we built a modern, easy-to-use, cloud-hosted solution with a full-function mobile app.

We believe that every IT System Administrator should be an IT hero:

By allowing them to be more responsive and productive, Pulseway does just that. What started out as a very basic idea has now morphed into a full-blown IT monitoring and management platform for desktops, servers and applications. Pulseway now has over 10,000 customers in over 80 countries.

Over 10,000 businesses remotely manage their IT with Pulseway

WHY PULSEWAY

Real Time IT Management

Pulseway's IT management software allows you to effortlessly monitor, manage and troubleshoot workstations, servers and network devices across your entire environment – from anywhere.

Discovery and Deployment

Easy to use Network Discovery and Deployment engine allows instant productivity straight out of the box. In minutes, you can quickly see all the IT endpoints and then easily mass deploy Pulseway with pre-configured policies built in. Quickly get up and running without the need for time-consuming and costly on-boarding or training.

Monitoring and Management

Pulseway's intuitive interface gives you real-time actionable detailed information on servers, workstations and network devices. Combined with customizable alerts, you can quickly identify problems, communicate with users and resolve issues with built-in commands and scripts. With the industry's most feature rich mobile IT management app, you can do your job from anywhere using your smartphone or tablet.

Automation & Auto-Remediation

Get more done by doing less, with Pulseway's powerful automation engine. Combining workflow technology with intuitive UI, you can set up smart triggers to auto-remediate IT issues on your behalf. With a wide library of built-in scripts, templates and function-specific automation, you can start being more efficient immediately.

Reporting

Pulseway easy to use reporting module consists of customizable & white-labelled templates allowing you to report on system status and events, including executive reports, to be shared with stakeholders. Reports can be run manually or scheduled to run regularly and automatically emailed to specific individuals.

Integrations

Pulseway's IT management software integrates with leading solutions to further enhance your workflows.

WHY PULSEWAY

Patch Management

Unpatched Operating Systems or Applications are a gateway to cyber criminals. The sheer volume of patches combined with the growing number of endpoints that IT is responsible for makes patch management a tremendous undertaking. Designed with simplicity in mind, Pulseway's Patch Management ensures that your systems and applications are patched and kept up to date at all times.

Remove the burden of keeping your IT environment secure and patched, by utilising an industry-leading patch management software to install, uninstall and update all your software.

OS Patching:
Patch all your operating systems and keep your endpoints protected.

Third-Party Patching:
Install, uninstall and patch all your third party applications on schedule or on-demand.

Custom Software Titles:
Deploy custom titles needed for your business continuity.
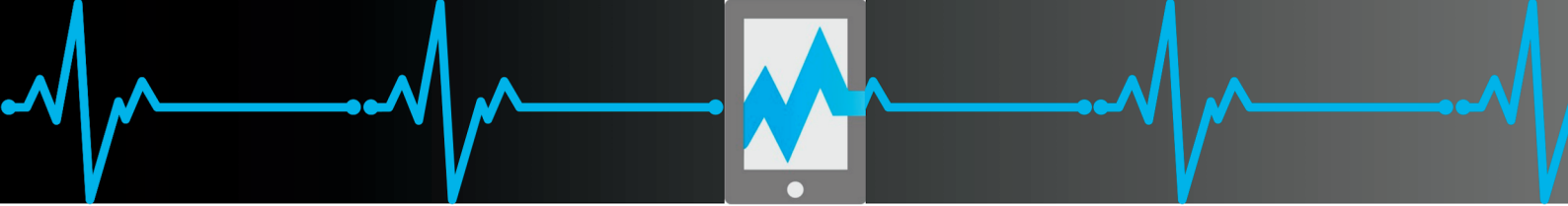
Automated Patching:
Automate your OS and third-party patching by creating policies and schedules.

Ransomware Protection

Pulseway is uniquely qualified to protect your business from ransomware, as we provide you with effective and easy-to-enable solutions to defend against every step of today's ransomware attacks. Automated Ransomware Detection Pulseway Ransomware Detection adds an additional layer of real-time security by automatically detecting the suspicious file behaviors that typically indicate potential ransomware.

In addition to alerting you of suspicious file activity, it can also automatically kill the process and isolate or even shutdown the suspected device, to allow you to investigate further. You can still connect to any isolated device via the RMM.

WHY PULSEWAY

Remote Control From Any Device

Pulseway's Remote Control enables you to connect to all monitored computers and control any remote or console session from your desktop or mobile device. Keep all your computers and servers at your fingertips at all times. Pulseway built-in Mobile Remote Control enables a simple, reliable and fluid remote access to any monitored systems. Access files, applications and control remote systems as if you were sitting right in front of them.

Secure and Easy File Transfer
You can now send and receive files from both the source and the destination computer with a simple to use clipboard file transfer.

Chat With Users in Real-Time
Users can request support by clicking the bottom tray icon with your company details so you can collaborate with the person sitting in front of the remote computer. Chat can either be initiated by the Pulseway operator or the person who's computer is remotely controlled.

Connect to Any Active User Session

Connecting to the console session will allow you to take control of the computer as if you were sitting in front of it. On the other hand, if you connect to a Remote Desktop session you can assist users that are making use of the server resources through Remote Desktop (formerly known as Terminal Services).

Multiple Screens

Choose the monitor that you want to view and switch between the available monitors whenever you want, during the session.

Bitshield Sdn. Bhd. is the exclusive country partner for Pulseway in Malaysia. For more information on prices and questions about local support you can contact us at:

Tel: +60 12-528 1900
info@bitshield.my

SCHNEIDER & ASSOCIATES INSURANCE SATA

"When I found Pulseway I was amazed that you get all these features..."

abakion

"We can easily go through all the notifications on the mobile app..."

PC AGE

"Most of the things that we need to do are taken care of automatically by Pulseway."

BITSHIELD DATA DEFENSE SDN. BHD

About Us

Bitshield Data Defense Sdn.Bhd, is a **cyber security technologies, products, solutions and service provider**, with exclusive partnerships with award winning global companies at the top of their field. The journey started in 2013 under the name "South East Asia Distributions" as the exclusive Country Partner for Bitdefender in Malaysia and Brunei. In 2019 the business expanded as more global partnerships were created and a new business entity was formed as "Bitshield Data Defense Sdn. Bhd." ending the SEAD operations and merging the business into the new formation.
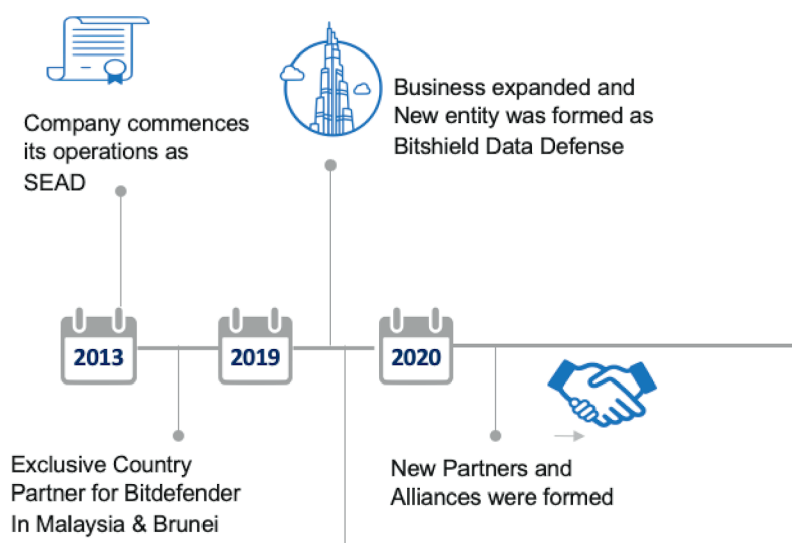
The areas that we work in include:

- **End point Security**
- **Access management**
- **Insider threat management**
- **Email Security**
- **Specialised cybersecurity Trainings and awareness trainings**
- **Data Destruction**

- **GRC compliance, consultancy and certifications**
- **Digital Forensics**
- **Attack Surface Management**
- **Digital risk protection**
- **IT Service Management Software and Solutions**
- **VAPT**

Contact Us:

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Email: info@bitshield.my

www.bitshield.my

Company commences its operations as SEAD

Business expanded and New entity was formed as Bitshield Data Defense

2013

2019

2020

Exclusive Country Partner for Bitdefender In Malaysia & Brunei

New Partners and Alliances were formed

BitShield
Data Defense Sdn Bhd

Pulseway

Making IT Heroes

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