

## Endpoint Management

Simple. Automated. Multi-Platform.

### What is FileWave?

FileWave offers complete client management capabilities for both macOS & Windows computers, along with mobile device management for iOS & Android devices, and additional reach to Chromebooks. By reducing the number of management tools, FileWave extends visibility, reduces complexity, enhances security, and empowers productivity.

### How FileWave Helps IT Teams



**Software Distribution & Management** - FileWave enables you to assess compatibility before software is purchased; to repackage applications with required customizations; patch and update; maintain license compliance; and enforce installation of required applications using FileWave's patented self-healing.



**Remote Configuration and Support** - With FileWave's integrated remote control, you'll improve first-call resolution from your Help Desk, troubleshoot problems more quickly, and remotely deploy and execute configurations, files, and patches right when they are needed most.



**Mobile Device Management** - FileWave enables you to manage all of your devices together, knocking down IT silos, and leveraging common workflows across all devices and operating systems. Manage devices, apps, and settings to empower end user productivity.



**Patch Management** - FileWave empowers you to patch macOS and Windows operating systems, as well as updates to 3rd party applications. FileWave can also manage updates on iOS, and Smart Inventory Queries provide compliance reporting.



**IT Asset Inventory** - Whether it's managed or not, you are accountable for every device connected to your network. With FileWave's robust inventory capabilities, you can easily find, track, manage, and report on devices, users, and applications.



**Self-Service** - Make IT the path of least resistance, while empowering user productivity. FileWave's Kiosk lets users install what they need, without compromising IT security, compliance, or admin privileges.



**Imaging & Deployment** - Provision all of your Windows, Mac, and mobile devices using hardware independent imaging, or zero-touch deployment with technologies like Apple's DEP.



**Reporting Capabilities** - A single tool to report on all Mac, Windows, iOS, Chrome, and Android devices, apps, and settings.

*FileWave makes multi-platform endpoint management simple.*

macOS

Windows

iOS

chrome

android

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### What Sets Us Apart

**The FileWave Alliance Community** - The FileWave Alliance is our collaborative community of FileWave employees and customers. Featuring IT Administrators and other multi-platform endpoint management professionals, this group offers support, camaraderie, training, and networking opportunities.

**Accessible Training & Certification** - FileWave's comprehensive training and certifications programs are available to meet your business needs in a variety of settings. Our courses are designed and delivered using real-world scenarios and best practices to build skills - and confidence.

**Support** - A 94% customer satisfaction rate with support team resolution.

**Long-Term Solution** - FileWave's 97% customer retention rate speaks to the value and quality of our product and related services.

**True Multi-Platform Endpoint Management** - One interface for macOS, Windows, iOS, Chrome OS, and Android devices.

**Preferred Apple MDM Vendor** - Recognized by the leading hardware firm as a preferred service vendor.

**Over 25 Years in Business** - With a technical vision aimed towards new and developing technology trends, FileWave also remains firmly committed to supporting the systems and processes our customers use right now. Multi-platform challenges may be new to most companies, but we have been doing this for over 25 years.

### Ideal Markets

#### FAST-GROWING ENTERPRISES

*"In our peak seasons, we roll out up to 15 computers a week. With FileWave, we don't have to worry about asset tracking, or security, or loss prevention. It's all taken care of."*

-Reid Alt, Workstation Administrator  
Hudl

#### SMB

*"A zero-touch workflow would not be possible without FileWave. Without the customizable MDM, our workflows would not be possible."*

-Dan DeRusha, Workstation Automation Engineer  
Matthews International

#### K-12 EDUCATION

*"FileWave is an important part of fulfilling our mission. It's integral to the type of support that we need to provide."*

-Kirk Langer, Chief Technology Officer  
Lincoln Public Schools

#### HIGHER EDUCATION

*"Students are fascinated by the Kiosk. They love that it is so easy to get the software they need...And there's no need to give Admin Rights to end-users."*

-Mathias Toth, ZHAW IT Manager

