



# StacksWare

REAL-TIME SOFTWARE INVENTORY & USAGE

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StacksWare for MSPs

## General Summary

Managed Service Providers work tirelessly to deliver services to their customers that are elastic and scalable to handle increases in capacity, yet predictable in performance, utilization, and price, and stable to uphold strict SLAs. While each MSP offers uniquely differentiated services, all providers share the same pain points.

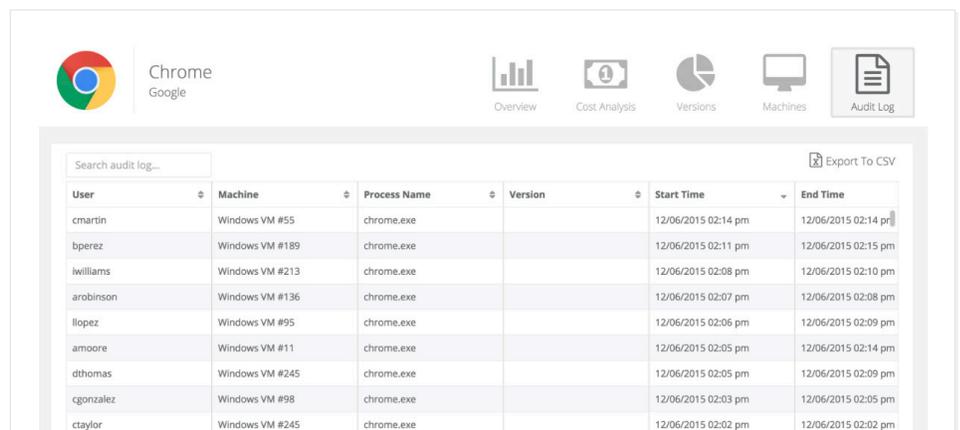
StacksWare is application discovery and metering reinvented - designed from the ground up to help MSPs deliver the best possible services by giving them full insight into the software applications deployed across their environment.

## StacksWare Prepares MSPs for Audits

Providing hosted machines to customers running Microsoft software entails entering a Service Provider License Agreement (SPLA), which often comes with regular audits. Being prepared for a SPLA audit requires knowing every detail about what applications are installed across the environment, to ensure compliance.

StacksWare prepares MSPs to answer any question they'd possibly need for an audit by providing:

- Comprehensive inventory of every machine, its operating system, and its installed applications.
- Correct reporting of indirect application access: are any applications using SQL behind the scenes? This constitutes a SQL license, and must be reported as such.
- Application usage by users and client devices.
- If virtualized with virtual machine migration enabled, a detailed migration log of every host, core, and processor a virtual machine has occupied, for license mobility concerns.
- Automatic computation of license position for each piece of software, whether it's licensed per-user, per-device, per-core, or per-processor.
- And much, much, more...



The screenshot shows the StacksWare Audit Log interface. At the top left is the Chrome logo and the text "Chrome Google". To the right are navigation icons for Overview, Cost Analysis, Versions, Machines, and Audit Log. Below the navigation is a search bar labeled "Search audit log..." and an "Export To CSV" button. The main content is a table with the following columns: User, Machine, Process Name, Version, Start Time, and End Time. The table contains 10 rows of data for the application "chrome.exe" running on various Windows VMs.

User	Machine	Process Name	Version	Start Time	End Time
cmartin	Windows VM #55	chrome.exe		12/06/2015 02:14 pm	12/06/2015 02:14 pm
bperez	Windows VM #189	chrome.exe		12/06/2015 02:11 pm	12/06/2015 02:15 pm
williams	Windows VM #213	chrome.exe		12/06/2015 02:08 pm	12/06/2015 02:10 pm
arobinson	Windows VM #136	chrome.exe		12/06/2015 02:07 pm	12/06/2015 02:08 pm
llopez	Windows VM #95	chrome.exe		12/06/2015 02:06 pm	12/06/2015 02:09 pm
amoore	Windows VM #11	chrome.exe		12/06/2015 02:05 pm	12/06/2015 02:14 pm
dthomas	Windows VM #245	chrome.exe		12/06/2015 02:05 pm	12/06/2015 02:09 pm
cgonzalez	Windows VM #98	chrome.exe		12/06/2015 02:03 pm	12/06/2015 02:05 pm
ctaylor	Windows VM #245	chrome.exe		12/06/2015 02:02 pm	12/06/2015 02:02 pm

Example view of application data collected

## Customers' Software Installations

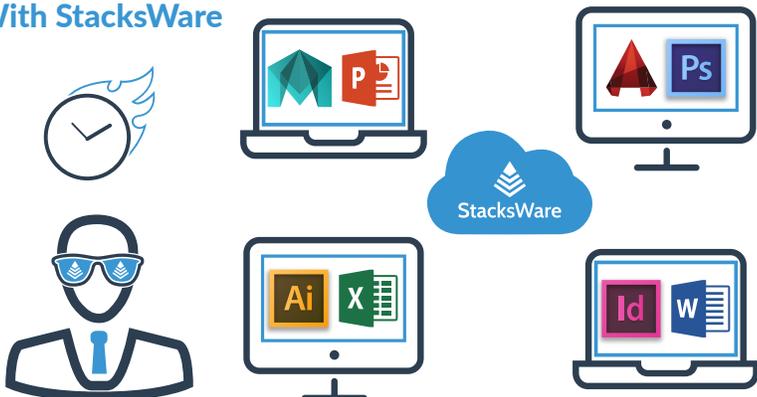
Furthermore, StacksWare helps prevent a problematic scenario that is commonly experienced by service providers: when customers install software on their machines without informing them. The result is that during an audit situation, if the MSP cannot provide exact information about when this software was installed and used, the auditing firm makes a “best guess” - one that usually favors the software vendor. With StacksWare installed, MSPs know exactly when new software is provisioned on customer machines, allowing them to stay in compliance and stay prepared for software audits.

For MSPs providing licensed software to customers, audits are often not a matter of if, but when. StacksWare helps MSPs sail through the audit process by keeping them prepared and in compliance, allowing them to focus on delivering the best possible services to their customers.

### Without StacksWare



### With StacksWare



## StacksWare Helps MSPs Provide the Best Possible Service

To customers, premium service is not just reliable compute and storage - their needs revolve around application performance, scalability, and stability, service levels, ongoing support, and more. As such, it's important to not only monitor compute and network, but to also have real-time data regarding end-user application experience.

The StacksWare platform continuously inventories and meters software applications to help MSPs gain full visibility into application usage and performance in real-time. With StacksWare it's easy to:

- Receive notifications instantly when critical applications crash or insecure/suspicious launches take place in the environment.
- Drill down into end users or machines to see details such as logon sessions, and application activity during those sessions.
- Monitor activity of groups of end users or machines.
- See detailed versioning information for every application installed and used.
- And much, much more



## Respond to Application Issues in Real-Time

With StacksWare, MSPs have the ability to respond to application-level issues quickly and in real-time, all using one centralized and intuitive tool. Administrators can subscribe to be alerted immediately when insecure software is run or when end users run problematic workflows. With the ability to see exactly which software patches, versions, and more are deployed throughout the environment, administrators can preemptively secure their landscape. Similarly, administrators can subscribe to notifications when crucial applications stop running, increasing reaction speed to issues. Rather than waiting to hear from customers that they have had application-level issues, MSPs can proactively use StacksWare's detailed logs to reproduce and fix issues.

I love StacksWare and it is exactly the data we have been trying to see for almost three years.

Within just a few hours of installing, I was able to see many useful insights – Now I am able to show real data on the way our environment is being used. There's no other tool on the market I've seen that can provide this unique data. The fact that it's nicely presented in a beautiful web interface makes it that much easier to use.

Capacity planning and preparing for software licensing lifecycles will also be significantly easier with StacksWare.

My only wish is that we had known about them sooner.

**If you're managing VDI labs, you absolutely need to be using StacksWare.**

-LUKE VANWINGERDEN

DIRECTOR OF IT CLIENT SERVICES AT USC UPSTATE

## StacksWare is Agentless and Installs in 15 Minutes

StacksWare's unique agentless approach of leveraging Active Directory and hypervisor if virtualized means there's no need to manage agents on each machine, and installation is remarkably quick & easy; in most cases, installing StacksWare start-to-finish takes less than 15 minutes.

### Learn More

If you are an MSP looking to focus on providing reliable service while maintaining compliance with software vendors, StacksWare offers a free 30-day trial.

To request a trial or view an an interactive demo with a StacksWare founder, email [team@stacksware.com](mailto:team@stacksware.com) or visit [www.stacksware.com](http://www.stacksware.com).

