

# Pulse Device Management & Security Service Overview

Pulse Device Management and Security (DMS) is an online device management, configuration and security platform leveraging the enterprise class Microsoft System Center Configuration Manager platform.

Pulse DMS provides a centralised, online platform to discover device inventory, stage applications for deployment, build operating systems and configuration while also ensuring the security of your devices with software updates, security configurations, anti-malware protection and control over the latest Windows 10 security features.

Pulse DMS delivers the power of enterprise scale management via the cloud to businesses of all sizes, helping save time, money, and free up valued resources. Pulse DMS combines the familiar System Center Configuration Manager platform with cloud-based web portals and services to ease its use.

## Using the Service

The service includes the following functionality:

- Anywhere management of Windows Devices<sup>1</sup>
  - As long as the device has a route to the internet, Pulse DMS can manage it.
- Windows 10 Lifecycle Management
  - Windows as a Service introduces the concept of the “evergreen” operating system. With Microsoft releasing new major feature releases twice a year, Pulse DMS helps control the deployment (When, Where and How) of these to devices.
- Device Hardware & Software Inventory
  - You can’t manage what you don’t know. Pulse DMS retrieves a wide variety of information back from devices across both hardware and software items.
- Asset Intelligence
  - Asset Intelligence translates inventory data into information, providing rich reports that help administrators with software purchasing decisions, upgrade plans, and license reporting.
- Application Delivery
  - By evaluating device and network capabilities, Pulse DMS optimises the delivery of applications to devices with the capability to provide self-service or mandatory application installs, without the user requiring administrative permissions.
- EndPoint Protection
  - Leveraging either Windows Defender or the System Center Endpoint Protection agent, Pulse DMS delivers a single solution for malware protection, identification, and remediation of vulnerabilities, while giving visibility into non-compliant systems.
- Compliance and settings management
  - While Group Policy used to be the primary system for configuring devices, Pulse DMS extends the configuration experience across a wider range of configuration capabilities, even allowing configuration of non-domain joined devices. Use Pulse DMS to create a baseline for “desired configuration state” and ensure that all devices comply through auto remediation or alerts.
- Software update management

- Pulse DMS simplifies the complex task of delivering and managing updates to IT systems across your environment. IT administrators can deliver updates of Microsoft products using the built in Windows Update integration and third-party applications, hardware drivers, and system BIOS using application delivery to a variety of devices, including desktops, laptops and servers.
- Power management
  - Get more out of your energy-saving hardware with a comprehensive set of centralised client power management tools. Pulse DMS works with the capabilities built into your Windows operating system to help you optimise power settings at a granular level.
- Operating system deployment/configuration<sup>1 6</sup>
  - Pulse DMS distributes operating systems to physical desktops, laptops and servers across your environment and eliminates the inefficiencies and errors associated with manually installing applications. With Windows 10, Pulse DMS can also manage in-place upgrades and newer Out-Of-Box configuration scenarios which significantly reduce the time and complexity of deploying Windows.
- Reporting
  - Reporting in Pulse DMS helps you gather, organise, and present information about hardware and software inventory, software updates, applications and other Device and Security Management operations in your organisation.

### Accessing the Service

The Pulse DMS service is controlled via accounts issued to analysts and admins for their respective tenancy.

These accounts are required to logon to both the Operator Web Portal and the Admin Console and if required may have Multi-Factor Authentication applied to them. <sup>2</sup>

The portals provide the following access:

Web Console - Used for daily operational tasks such as:

- Working with computers to display inventory information, user relationships to devices, deployment information.
- Creating base applications & packages
- Creating base OSD task sequences
- Deploying applications, packages and OSD task sequences

The web console can be accessed via the following URL (replacing [Instance Number] with the correct two digit code for the customers tenancy):

[https://dmsportal\[instance number\].poweronpulse.com](https://dmsportal[instance number].poweronpulse.com)

Admin Console – Used for admin tasks such as:

- Creating/Refining more complex applications
- Creating/Refining more complex OSD task sequences
- Creating OS Configuration Items and Baselines
- Creating Anti-malware policies
- Creating Windows 10 security feature control configurations
- Reporting

The admin console can be accessed via the following URL: <https://console.poweronpulse.com>

## **Levels of Access**

The following roles are available with Pulse DMS to provide granular access to the system.

- **Application Manager**  
Allows for the creation and deployment of applications along with the ability to report on them.
- **Compliance Settings Manager**  
Allows for the creation and deployment of Configuration Items, Baselines and Windows 10 security features along with the ability to consume reports for them.
- **EndPoint Protection Manager**  
Allows for configuration of anti-malware settings, targeting of settings, remediation of threats and reporting on EndPoint Protection information.
- **Operating System Deployment Manager**  
Allows for the creation of new Operating System Deployment (OSD) task sequences and the deployment of them to managed devices.
- **Reporting User**  
Allows access to run reports across all of the areas within Pulse DMS
- **Software Update Manager**  
Allows an admin to define and deploy Microsoft updates to managed devices.
- **Task Sequence Manager**  
Allows an admin to create task sequences for deployment of software and configuration to managed devices
- **Tenant Admins**  
Includes all the above features and security rights

## **Responsibilities**

### *PowerON Responsibilities*

- **Service Backup and Continuity**
  - PowerON will protect the hosted environment with regular backups of data in the event of failure or corruption while having a mix of architectural design and relevant solutions in place that will allow for the restoration of service in the event of the primary cloud region becoming unavailable.
- **Availability**
  - PowerON offer a 99.95% SLA for uptime/availability with a scheduled maintenance window monthly between 2am – 4am GMT on the last Saturday of the month.
  - This includes availability and access to both the web console and the administrative console and the various underlying server components supporting them.
  - It does not cover network transport issues that may occur between a customer site and the Azure edge network.
- **Security**
  - PowerON provide reasonable effort to ensure access to the system is control, with only authorised users and administrators accessing the platform. Access to service endpoints from the internet is restricted to only required ports with traffic inspection and monitoring performed.
  - Analysis of log data is performed to identify suspicious behaviour to allow action to be taken to prevent and/or investigate issues in a timely manner.
  - Anti-malware controls are in place and uploaded source content from customers is scanned to ensure cleanliness.

- Access by PowerON administrators to the ConfigMgr platform is audited for reporting and investigation purposes.
- Access
  - Access to the solution is controlled via account and group memberships, of which PowerON control at the request of customers, access to relevant roles and tenancies.
- Updates
  - Core DMS platform updates are provided quarterly when available and are scheduled with notification in advance.
  - Windows OS updates are deployed monthly during the normal maintenance window
- Technical Support
  - Support for Pulse DMS is provided to Customers with an active subscription and requests can be raised via the support portal (<https://support.poweronplatforms.com>)
  - The support portal also includes various service requests for related Pulse DMS service offerings such as new users, offline OSD media etc.

#### *Customer Responsibilities*

- Pulse DMS requires a healthy Operating System for the agent to function. Customer will ensure that any required Operating System (OS) updates required for the agent to correctly function are applied if informed that this will correct a reported problem and that the overall health of the OS across areas such as (but not limited to) Windows Management Information (WMI) are healthy.
- Customer will ensure a route to Pulse DMS services via the internet is available for devices to allow the Pulse DMS agent to communicate with the service.<sup>4</sup>
- Customer will make reasonable endeavours to troubleshoot client side agent issues using the PowerON Knowledgebase before contacting support. If requested by a PowerON support technician, client side logs will be provided within a reasonable time period.
- Customer represents and warrants that it has obtained permission to access and use Customer-owned or licensed software and the data located thereon and software components included therein (collectively, the "Supported Products"), for the purpose of providing these Services. If Customer does not already have that permission, it is Customer's responsibility to obtain it, at Customer's expense, before Customer asks PowerON to perform these Services.
- Customer represents and warrants that it has obtained permission to access and use Customer-owned or licensed software that it uploads to the service for the purpose of application delivery or operating system deployment. If Customer does not already have that permission, it is Customer's responsibility to obtain it, at Customer's expense, before Customer asks PowerON to perform these Services.
- Customer will cooperate with and follow the instructions given by any PowerON support technicians. Experience shows that most system problems and errors can be corrected over the phone as a result of close cooperation between the user and the support technicians.
- Customer will provide reasonable cooperation (including providing timely access to technical or subject matter experts) as necessary for PowerON to provide support of the Service. If Customer does not provide reasonably adequate cooperation, PowerON will not be responsible for any failure to perform the Service and Customer will not be entitled to a refund.

- By installing the Pulse DMS agent, the Customer acknowledges, understands and agrees that Customer device information will be transmitted and used by the service to provide management capabilities for the customer, but not reused for any purpose by PowerON or any third party other than to provide DMS usage and billing metrics.
- Customer has the ability to destroy any such device information from the portal(s) at any time but acknowledges, understands and agrees that the device will then not be managed.
- Customer will ensure that service access is restricted to those Customer employee(s) or authorized contractors who have a bona fide need to access the service and/or need to know the contents of the gathered device data using unique logons for auditing and security control purposes.

### **Customer System Requirements**

Operating Systems to be managed require .Net Framework 4.5.2 and Windows Management Framework 5.1 to be installed to support the management agent.

Operating Systems to be managed must be in a supported lifecycle state with Microsoft.<sup>1</sup>

A route to the Internet to connect to various Microsoft, Azure and Pulse service endpoints must be available for devices (not user authenticated via proxy) and SSL Deep Packet Inspection should be tested for compatibility.

### **Shutdown Policy**

A Pulse DMS tenancy will be shut down at the end of the subscription or when requested by the customer and access via the customers logins revoked. It is the Customers responsibility to have retrieved any required information from the system before this event as while data will be retained within backups it will not be recovered by PowerON without reactivation of a paying subscription and only within 30 days.

While the online service will be terminated by PowerON at the service side, it is the Customers responsibility to remove agents fully from their systems. Options to perform this from within Pulse DMS before termination of service are available and Customers should refer to the knowledge base for more information.

### **Support and Training**

Support for Pulse DMS is provided to Customers with an active subscription and requests can be raised via the support portal (<https://support.poweronplatforms.com>)

The support portal also includes various service requests for related Pulse DMS service offerings such as new users, offline OSD media etc.

During the initial trial onboarding an initial training session is provided to cover key functional areas and service usage, along with best practices recommendations.

Regular webinars are held by PowerON to provide further insight into usage, best practices and new feature releases that can be attended to further Customers knowledge of the system, along with the Knowledge base maintained by PowerON within the support portal that provides various usage guides and information.

Further training can be arranged with PowerON across all areas of Pulse DMS and device management and security in general. Details and costs can be found within the support portal, including raising a request for training.

PowerON provide support for the service between the hours of 09:00 to 17:00 GMT/BST during business working days with varying levels of response time based on the priority of a ticket. More detail on support SLA's can be found within the Terms & Conditions<sup>5</sup>

### **Availability of the Service**

The Pulse DMS service is provided as a 24x7 service under normal operating circumstances, except for pre-notified maintenance windows which are communicated via the support portal for scheduled maintenance or direct via email to tenant admins where unscheduled or urgent maintenance is required.

Reasonable endeavours are made to provide a 99.9% uptime during each calendar month during non-schedule maintenance times.

Regular maintenance windows can be expected quarterly to provide core feature updates and will be performed out-of-hours, usually around 2am – 4am GMT/BST on a Saturday and notified of in advance along with a feature change log.

More detail on availability can be found within the Terms & Conditions<sup>5</sup>

### **Feedback**

PowerON provide a customer feedback area via <https://ideas.poweronpulse.com>

This allows registered users to submit requests for new features or changes to existing features and is actively monitored by the development team.

New ideas are assessed, and status updates communicated via the ideas portal.

### **Footnotes**

<sup>1</sup> Pulse DMS does not provide support for any operating system that is not supported by its manufacturer, nor any non-Microsoft Operating System.

<sup>2</sup> Multi Factor Authentication is presently available at an additional charge per user per month.

<sup>3</sup> If your organization is dependent upon Internet Explorer 8 or Internet Explorer 9 to access older web apps and services, you may want to consider upgrading to Internet Explorer 11 and evaluating Enterprise Mode for Internet Explorer 11. This update helps provide better backward compatibility for legacy web apps.

<sup>4</sup> PowerON maintain a list of IP address endpoints for the Pulse DMS service in the Knowledge base within the support portal (<https://support.poweronplatforms.com>)

<sup>5</sup> Pulse Terms & Conditions are available on request

<sup>6</sup> Pulse DMS provides OS deployment across the internet. Due to the complexities of achieving this across the internet, the Configuration Manager platform options available are limited in the scenario of PXE deployment to only the use of Packages (rather than applications) and in-place upgrade scenarios must maintain the cache locally rather than downloading at runtime.