



pillar solutions – supporting your network

# Product Catalogue

Best-of-Breed Software Solutions for  
**efficient** and **effective** Windows Network  
Management

070 - 3933210 | [sales@pillar-solutions.nl](mailto:sales@pillar-solutions.nl) | [www.pillar-solutions.nl](http://www.pillar-solutions.nl)



# About Pillar Solutions

→ **Pillar Solutions is a leading European distributor of advanced Windows based software tools, specializing in Centralized Desktop Management, Access Control (endpoint security), Configuration Management, Email Management & Filtering, Inventory Management, Patch Management, Remote Control and Storage Resource Management solutions.**

System administrators and IT Managers are saddled with an increasing range of responsibilities while their resources, particularly their time, remain limited.

We deliver a range of inherently tactical, while at the same time easy-to-use Windows based software tools that serve to augment your organization by reducing workloads, reducing costs and increasing efficiencies.

With over 12 years of experience, our philosophy is to provide and support busy IT Professionals with best-of-breed solutions for making Windows network management simpler and less prone to error.

Our software has been enthusiastically embraced by many Fortune 500 companies, as well as various Government agencies, underscoring the reliability and functionality of our network management solutions.



**“Easy-to-use Windows based software tools that serve to augment your organization by reducing workloads, reducing costs and increasing efficiencies.”**

## Five valued reasons why you should choose Pillar Solutions

- **Experience** - Our experience draws from over a decade of software distribution, enabling us to provide a high level of pre and post sales support, consultancy and training.
- **Award winning best-of-breed Windows based technology**
- **Supplier relationships** - Our strong supplier partnerships enable us to continually develop and fine tune our products.
- **Superior technical support** - Our experienced and highly-trained technical team provide full professional support via phone, e-mail and site visits.
- **Reputable & trusted** - We have a variety of clients ranging from small to large enterprises, of which many are fully supported contracts.

Call us on **070 3933210** to find out how we can help you to manage your network more efficiently and deliver real return on investment.

# Support & Consultancy Services

→ **Not only are we committed to providing best-of-breed solutions to improve your Windows network management, we also strive to provide superior technical support, a high level of customer service and effective training/consultancy services.**

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## Pre-Sales Services

For all of our products, we offer a pre-sales technical support service. Our experienced team are on hand to help you with your software trial and in particular, they will assist you with:

- **Trial software installation and configuration**
- **Post trial installation queries and support**

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## Post-Sales Support Services

All of our products are offered with a superior technical email and telephone support service. Our support personnel are highly experienced and have knowledge that not only covers our products, but the environment in which they operate.

**NL Support Team Hours:** 9:00 – 17.30 Monday – Friday

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## New Version Releases and Upgrade Services

For any of our customers who subscribe to our Post-Sales Support Service, version upgrades and new releases are included free of charge.

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## Training and Consultancy Services

In addition to our professional support services, we also provide a range of training and consultancy services to ensure the efficient running of our software in your company. Our consultants have an in-depth knowledge of the products and will help you to configure the software to your requirements.

Pillar Solutions training and consultancy services include:

- **Pre-installation / pre-purchase assessment leading to advice on your requirements**
- **Installation and configuration at your office location**
- **Training tailored to suit your requirements at your office location or at our head office**

**Cost:** € 975,- + vat per day for training or consultancy – please call us for more information.

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## Contact Us

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# Our Solutions & Products

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# Centralised Desktop Management

Product: PC-Duo Enterprise



## Maintain your IT systems with our desktop management software. From asset management to help desk to remote control

### Overview

→ **PC-Duo Enterprise** is a powerful suite of desktop management modules that offers comprehensive enterprise asset management that drastically reduces both the time and the cost involved in maintaining your network. Vector's enterprise management software offers you the flexibility to choose only the features you really need and integrate them into your existing systems quickly and easily – meaning you won't spend money on extras you'll never use or waste a lot of time trying to switch your old systems over to work with your new enterprise management software.

PC-Duo Enterprise encompasses six modules that together offer total enterprise asset management: **Inventory Management, Software Distribution, Software Metering, Help Desk Issue Tracking, Remote Control Access and Diagnostics**. Each module can be purchased as a standalone or in a variety of bundled packages.

### An integrated suite of modules

- **Inventory Management**  
Centrally audit and manage software and hardware inventory information for all PCs
- **Remote Control**  
Take instant control of any desktop PC at any location across the LAN, WAN or internet
- **Software Distribution**  
Install new software applications and updates throughout the network within minutes
- **Software Metering**  
Take control over your organisation's deployment of valuable software license assets
- **HelpDesk Issue Tracking**  
Centrally track and manage help desk issues and calls
- **Diagnostics**  
Automatically protect and restores critical desktop applications, collect configuration diagnostics and perform change analysis

### Learn more

Download a trial | Case studies | Reviews

[http://www.pillar-solutions.nl/p\\_pc\\_duo/](http://www.pillar-solutions.nl/p_pc_duo/)

"The Best Buy award this time goes to PC-Duo, due to its unquestioned value for money coupled to flexibility of operation... The functionality on offer is comprehensive..."

**SC Magazine**

# Access Control (endpoint security)

Product: DeviceWall



## USB, iPod and PDA blocking software for the prevention of internal security breaches

### Overview

→ **DeviceWall™** is a USB port control tool that guards against inappropriate data transfers by actively managing what devices can be connected to a PC, preventing unauthorized users accessing devices such as:

- iPods and media players
- **USB memory sticks**
- **PDA's and mobile phones**
- **CDs, DVDs and diskettes**
- **Other USB and Firewire-connected devices**

DeviceWall allows the legitimate use of these devices by authorized staff – ensuring that business productivity is not effected – while actively guarding against the removal of data or the introduction of inappropriate or malicious content to the network

### Key features

- **'Intelligent' device identification**  
DeviceWall will not affect mice, keyboards and other human interface devices
- **Deployment**  
DeviceWall can be deployed from a single central server to the entire organization
- **User based policies**  
Security privileges are allocated to the user, not the PC
- **User experience**  
DeviceWall reminds users which devices they do not have permission to access both when logging on to the network or on attempted policy breach
- **Automatic policy checking**  
Clients automatically check for policy updates at log-on and configurable time periods

### Learn more

Download a trial | Online Product Tour | White Paper

[http://www.pillar-solutions.nl/p\\_device\\_wall/](http://www.pillar-solutions.nl/p_device_wall/)

"By deploying DeviceWall, we no longer worry about personnel walking off with sensitive information that could jeopardize our reputation or productivity."

**Universal Weather and Aviation**

# Storage Resource Management

Product: Northern Storage Suite



## SRM solution providing disk quotas, reporting, charge-back, automation and end-user interaction

### Overview

→ Comprised of five components, **Northern Storage Suite 2005**, logically manages data flow and the allocation of storage resources, keeps users informed of their storage use and provides them with the knowledge and tools needed to manage their allotted storage space, gathers data and identifies storage usage patterns, assigns a price to increments of storage making users (departments, individuals, etc) accountable for the space they consume and has the ability to automatically carry out actions increasing the efficiency and stability of storage devices.

### Key features

- **Real-time Usage Control**  
Storage policies enable you to eliminate waste, maximize capacity, and block certain file types. Therefore removing the risk of legal exposure and ensuring storage usage is always under control.
- **End User Interaction**  
End users are provided with the knowledge and tools needed to manage their own storage use, reducing help desk calls and freeing up valuable IT resources.
- **Full Reporting Functionality**  
Comprehensive reports and trend analysis, providing you with the insight needed to design, evaluate and tune your storage policies.
- **Automation and Optimization**  
Scheduled/automated operations include, delete, move, copy files, replicate directories or execute programs. This ensures that all storage-related processes are running optimally.
- **Spreading Cost Awareness**  
Chargeback technology automates billing based on actual storage use and specific hardware costs. This holds users accountable for their storage use and provides financial incentives for economical use of storage resources.

### Learn more

Download a trial | Case Studies | Reviews

[http://www.pillar-solutions.nl/p\\_nss/](http://www.pillar-solutions.nl/p_nss/)

"NSS is a well-rounded solution to storage resource management that will slot into any Windows network scenario and is offered at substantially less than many overpriced – and overrated – enterprise products currently on the market."

**PC-Pro Magazine**

# Storage Resource Management

Product: Veritas StorageExec



## SRM oplossing voor disk quotas, file-blocking en rapportage

### Weet u wat er op uw Windows servers opgeslagen is?

→ Veel ondernemingen hebben moeite met de steeds groeiende behoefte aan schijfruimte en lossen dit op door steeds nieuwe schijfruimte bij te kopen. Deze aanpak heeft echter een keerzijde: kostbare resources worden op deze manier verspild aan niet-essentiele data, om nog maar niet te spreken van de extra backup tijd. Daarnaast verspillen deze ongewenste bestanden bandbreedte en brengen het risico van een server uitval met zich mee.

### Voordelen

- **Beheer en beperk de groei van schijfopslagruimte**
- **Verlaging van de TCO en optimaal gebruik van schijfopslagruimte**
- **Verbetering van Service Levels**
- **Verminderd risico op virussen en andere kwaadaardige code**
- **Verminderd risico van het hebben van illegale bestanden op de bedrijfservers**
- **Aanzienlijke reductie van de van Backup en Recovery tijd**
- **Reductie van beheerskosten**

### Key features

- Eenvoudig definiëren van Quotas op gemeenschappelijk gebruikte schijfruimte
- Blokkeren van ongewenste bestandstypen, zoals MP3's, filmpjes, spelletjes, Scripts en Virussen
- Opsporen en terugwinnen van verspilde schijfruimte
- Rapportage aan de gebruiker over de gebruikte schijfruimte d.m.v. interactieve HTML-rapporten
- Real-time waarschuwing wanneer bepaalde (vooraf ingestelde) quota grenswaarden bereikt worden
- Eindgebruikers kunnen zelf hun schijfruimte beheren
- Automatische rapportage van schijfruimte toename per gebruiker, groep of systeem
- Flexible Storage Policies, die zorgen voor automatisch toekennen van quota's.

### Meer

Download a trial

[http://www.pillar-solutions.nl/psmail/storageexec\\_nl.asp](http://www.pillar-solutions.nl/psmail/storageexec_nl.asp)

2005 W2Knews Target Award Winner

# Server & Network Management

Product: ServerAssist



## System monitoring to help identify, diagnose and solve server problems before they become a crisis

### Overview

→ Whether you have servers within a corporate network, co-located with an internet service provider or distributed throughout the world, **ServerAssist** delivers comprehensive server management, giving you the information you need, when you need it.

ServerAssist provides automatic notification when preset processor, memory or disk space usage thresholds are exceeded or when selected events occur, generates comprehensive and detailed status reports and performance graphs, and ensures key services are operating correctly. By allowing you to identify, diagnose and solve server problems before they become a crisis, ServerAssist enables you to handle critical situations quickly and effectively.

ServerAssist identifies performance and availability problems, provides diagnostic information, and enables comprehensive service level and performance reporting. From one intuitive console, ServerAssist provides a complete solution for centrally managing the health, performance, and availability of all your Windows computers.

### Key features

→ Monitor	→ Report	→ Respond	→ Improve
<ul style="list-style-type: none"> <li>✓ Disk space</li> <li>✓ Memory usage</li> <li>✓ Processor load</li> <li>✓ Event logs</li> <li>✓ Critical services</li> <li>✓ Network devices</li> </ul>	<ul style="list-style-type: none"> <li>✓ Status summary of the entire network</li> <li>✓ Detailed historical analysis</li> <li>✓ Combined event logs across all servers</li> <li>✓ Comprehensive server information</li> </ul>	<ul style="list-style-type: none"> <li>✓ Send an email</li> <li>✓ SMS and pager</li> <li>✓ Log to alert list</li> <li>✓ Run a program or script</li> <li>✓ Restart services</li> <li>✓ Send a network message</li> </ul>	<ul style="list-style-type: none"> <li>✓ Issue resolution time</li> <li>✓ Server availability</li> <li>✓ System performance</li> <li>✓ Network security</li> <li>✓ System auditing</li> <li>✓ Capacity planning</li> </ul>

### Learn more

Download a trial | Online product tour | Case studies

[http://www.pillar-solutions.nl/p\\_server\\_assist/](http://www.pillar-solutions.nl/p_server_assist/)

“We use ServerAssist to remotely monitor the servers of over 80 of our customers, making it a vital component of our Virtual Network Operations Centre.”  
**London Borough of Hounslow**

# PST File & Mailbox Management

Product: Mail Attender for Exchange



## Comprehensive content management within mailboxes, PST files and public folders

### Overview

→ Many organizations are faced with regulatory compliance, corporate lawsuits and subpoenas requesting information. These issues have compelled companies to implement corporate policies to secure and manage information. As a result, an organization's email system must be carefully scrutinized and retention architecture must be erected for controlling the use/storage of data. Accessing emails and managing content is critical to company vitality.

**Mail Attender Enterprise** provides comprehensive content management within mailboxes, PST files and public folders. With Mail Attender, administrators can automate the scheduling of common policies in multiple information stores from a central console. Management can be applied to certain users or groups and is transparent to end-users as Mail Attender fits seamlessly into any email environment.

Protect corporate assets, reduce administration time/expense and mitigate liabilities. Mail Attender Enterprise streamlines the management process and gives administrators complete control over their entire mail information store.

### Key features

- **Manage** Exchange mailboxes, local/network accessible PST files and public folders
- **Enforce** document retention policies that proactively control storage
- **Search** and retrieve critical content for document discovery requests
- **Secure** sensitive information for corporate and regulatory compliance
- **Delete** non-business emails and attachments
- **Compress/Zip** large attachments
- **Measure** usage and growth statistics on the entire mail information store
- **Report** on space utilization and reclamation

### Learn more

Download a trial | Case study | White paper | Reviews

[http://www.pillar-solutions.nl/p\\_attender\\_enterprise/](http://www.pillar-solutions.nl/p_attender_enterprise/)

"Mail Attender Enterprise was implemented over 3 years ago, initially with only around 400 users, today it now manages over 4,000 users, with 4,500 mailboxes...the bottom line is that the Mail Attender application delivers exactly what it promised..."

**Humberside Police**

# Email Archiving

Product: Archive Attender



## Archive information out of Exchange mailboxes & PST files into a secure external storage device

### Overview

→ **Archive Attender** is an automated email archiving tool that moves essential data out of the email and into a secure, external storage device. Messages and attachments can be archived based on age, location and size. If a more finite search is necessary, Archive Attender can use specific criteria such as keywords, attachment types and content to locate relevant information for the archive. Management is executed through a remote web interface that can be used to setup the archiving schedule, search the archives and view reports.

Administrators also have the ability to control and grant access rights to users. By doing this, users are able to archive their own messages/attachments and reduce the amount of time they normally spend maintaining their mailboxes. With Archive Attender, users can view their archived messages within Outlook or with Outlook Web Access, sort/group their archived messages and search for specific messages within the archive.

### Key features

- **Archive** messages and attachments from Exchange mailboxes and network accessible PST files
- **Enforce** retention policies on all your archived data
- **Schedule** archiving to be automatically performed based on age, location and size of messages
- **Search** the indexed archives based on keywords
- **Single-instancing** of attachments
- **Grant access rights** to users so they can archive and retrieve their own messages/attachments
- **Locate** and archive messages out of the Exchange journaling mailbox
- **Retrieve**, search, forward and delete messages from the archive
- **View** the archives remotely with Outlook Web Access (OWA)

### Learn more

Download a trial | White paper

[http://www.pillar-solutions.nl/p\\_archive\\_attender/](http://www.pillar-solutions.nl/p_archive_attender/)

"Failure to properly maintain business records and archive email could result in a loss of corporate knowledge, increased legal exposure, over-consumption of storage space and regulatory ramifications."

**Osterman Research**

# PST File Compaction

Product: PST Policy Administrator



## Recover vital storage space by compacting Personal Storage Files (PST files) located on file servers

### Overview

→ When information is deleted or moved from a PST file, Outlook does not recognize the availability of the deleted space until the file has been compacted. By compacting the file, vast amounts of storage space can be recovered. Without compaction, PST files may reach their threshold limits and the data within the files may be corrupted.

**PST Policy Administrator** automatically compacts PST files to recover deleted PST storage space, reduce the risk of corrupted PST files and ensure that compaction occurs without any user intervention.

PST Policy Administrator also allows administrators to keep PST storage in check by deleting aged or large attachments and messages. Once PST Policy Administrator has cleaned up the PST file, it can automatically compact the data and free up additional storage to complete the storage reclamation process.

### Key features

- **Automate** the compaction of PST files
- **Search** for PST files from a network file path
- **Zip** attachments
- **Export/move** attachments
- **Report** on attachments by sender, name, size, age
- **Delete** messages and attachments
- **Move** messages
- **Report** on messages/attachments by sender, size, age (server/network based PST files only)

### Learn more

Download a trial

[http://www.pillar-solutions.nl/p\\_pst\\_policy/](http://www.pillar-solutions.nl/p_pst_policy/)

"Four out of five users employ personal archives (PST files) to store messaging system data. That reveals the significant percentage of messaging system content that is stored outside a central, IT-managed repository."

**Osterman Research**

# Electronic Data Discovery

Product: Discovery Attender



## Search, monitor and retrieve electronic data for document discovery requests in a cost-effective and timely manner

### Overview

→ Dealing with electronic information in the discovery process can be very challenging to an organization. With over 90% of business documents and communications being prepared electronically, there can be substantial amounts of data to review once a document discovery request or subpoena is issued. As corporate litigation becomes more and more mainstream, your organization needs to be both proactive and reactive when it comes to legal liability. An organization's fate can rely on the informally written communications that are hiding in their corporate systems.

**Discovery Attender** automates the e-discovery process by searching, viewing and retrieving email and other types of electronic information in a cost-effective and timely manner. It performs real-time content searches that quickly locate information in common storage files, Exchange mailboxes and PST files. Automate the search and discovery process, reduce your liabilities and save thousands of man-hours with Discovery Attender.

### Key features

- **Examine** documents located in Exchange mailboxes/PST Files
- **Investigate** content in most common file formats (.doc, .xls, .pdf and .zip)
- **Locate** information with customizable criteria such as keywords and date ranges
- **Identify** content based on age, type, address, extension and wildcards
- **Search** message subject, body and attachments
- **Target** searches to specific users or groups
- **De-duplication** of results based on user selected criteria
- **Copy** files to a local repository for later review
- **Create** custom reports

### Learn more

Download a trial | White paper

[http://www.pillar-solutions.nl/p\\_discovery\\_attender/](http://www.pillar-solutions.nl/p_discovery_attender/)

"More than one half of organizations have fired an employee for a transgression related to email, and nearly one half of organizations have been ordered by a court or regulatory body to produce email and corporate documents."

**Osterman Research**

# Automated Patch Management

Product: Patch Manager

## ecora

## Automatically identify, research, test and deploy critical security patches throughout your network

### Overview

→ Deploying critical patches across your enterprise is a fundamental ongoing and potentially expensive IT concern that you must control. Not only is securing your system necessary, you need management-level reports that validate that you're achieving your patching objectives.

**Patch Manager** provides automated patch analysis and reporting, reducing the cost and simplifying the time to maintain system security and eliminate new vulnerabilities before they can be exploited.

Patch Manager's Reporting Center provides you with powerful, out-of-the-box and customizable reports for validating system security and policy compliance. Optional agent gives you complete patch control over your environment by selectively deploying agents for laptop, WAN and LAN users.

### Key features

- **Optional agent architecture**  
The best of both worlds! Choose agent or non-agent according to your environment
- **Automated laptop patching**  
No more time wasted trying to schedule manual patch installations
- **Web-based Reporting Center**  
Get audit-ready reports in minutes on all patch activity and policy compliance
- **Rollback**  
Your safety net when new patches break existing functionality

### Learn more

Download a trial | Case studies | White papers

[http://www.pillar-solutions.nl/p\\_patch\\_manager/](http://www.pillar-solutions.nl/p_patch_manager/)

"Overall, Ecora Patch Manager was impressive, and has an advantage over Windows-centric patch management offerings: It also patches many Unix systems. Until Windows Update can do that, which will be never, Patch Manager will have a leg up on SUS and other security patch products - even if they're free."

**Microsoft Certified Professional Magazine Online**

# Configuration Management

Product: Enterprise Auditor

## ecora

## Reduce the time and cost associated with system changes, security audits, regulatory compliance, and disaster recovery

### Overview

→ **Enterprise Auditor** is a powerful, cross-platform change and configuration management software solution. It automates the detailed reporting of thousands of configuration settings across business critical operating systems, applications, databases, and networking devices. Our solution is quick to install (deploy) and easy to use, with hundreds of built-in audit-ready report templates to help you implement industry-standard best practices and ongoing management of IT general controls.

### Key benefits

- **Change**  
Enterprise Auditor provides reports of current system configurations to effectively plan new changes. With an audit trail of "actual" changes, you'll know if unapproved changes have been made. Use Ecora's change reporting capabilities to quickly identify the root cause of problems and reduce the Mean Time To Resolution (MTTR) while maximizing system availability.
- **Compliance**  
Enterprise Auditor ensures you have an automated, repeatable process that generates accurate audit-ready reports on demand.
- **Security**  
Enterprise Auditor saves time and reduces the risk of security breaches by automatically identifying weak configuration settings and who has access to systems and information.
- **Reports**  
Enterprise Auditor provides unmatched breadth and depth of configuration reporting. You'll save time and money by automating reports for disaster recovery, troubleshooting, change management, compliance, IT audits, and security.

### Learn more

Download a trial | Case studies | Reviews

[http://www.pillar-solutions.nl/p\\_enterprise\\_auditor/](http://www.pillar-solutions.nl/p_enterprise_auditor/)

"When something deviates from our baseline, we know immediately where the change happened and we're able to quickly fix the issue before it escalates into a service issue."

**The Comporium Group**

# Overige Software

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## Verder kunnen wij u de volgende software leveren:

- **Veritas BackupExec Suite**  
Windows Data Protection - Backup, real-time replication en storage management
- **De complete Veritas (Symantec) product lijn**  
Naast bovengenoemde suite kunnen wij ook alle overige Veritas producten leveren, zoals StorageCentral, Backup Exec, Cluster Server en CommandCentral.
- **Metaquest Census Bug & Issue Tracking**  
Census is een web-based Issue tracking oplossing die helpt bij het implementeren van een effectief tracking process voor ieder type issue, of u nu bugs, support calls, of wekelijkse timesheets wilt bijhouden. Het is vooral geschikt voor het registreren van project-gerelateerde issues, m.n. voor software ontwikkelaars. Zoekt u een Helpdesk systeem, dan is PC-Duo Enterprise beter geschikt.
- **Onderwijskorting voor diverse producten**  
Voor diverse producten zijn kortingen mogelijk voor onderwijsinstellingen. Vraag ons naar de voorwaarden en speciale acties.

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NB De rest van dit document zal z.s.m. in het Nederlands vertaald worden

Kijk op <http://www.pillar-solutions.nl> voor een nieuwe versie

"Easy-to-use Windows based software tools that serve to augment your organization by reducing workloads, reducing costs and increasing efficiencies."