WATCHMAN MONITORING AT THE SERVICE BENCH

What if your service technicians were able to quickly detect issues such as failing hard drives, malware, and drive capacity issues with just a click?

For a service technician, computers start to all look alike. Many times the original issue is merely a symptom of a potentially larger issue with the machine. Adding Watchman Monitoring to your Service Bench will decrease repeat service due to missed issues, increase revenue through advanced issue detection, and provide a value add to your customers. Additionally, Watchman Monitoring is an opportunity for recurring revenue with your existing customers.

IMPLEMENTATION OPTIONS

You have several options for implementing Watchman Monitoring on the service bench. You can install the monitoring client at the beginning of service, and remove the client at the end of service. More popular is to install the monitoring client and leave it on the computer as a value add for completing service and/or a diagnostic. Leaving the client on the machine as a value add is a great marketing option that will differentiate your service offering. It is easiest to automatically include the monitoring client, and allow customers to opt-out at drop off.

SERVICE BENCH PROCESS

Once you have the computer running, install the client package from a USB Drive, Local Network Share, Munki repo or script. Give the machine a unique identifier.

DEMOGRAPHICS

Now that the monitoring client is installed on the machine, we can check the Watchman Monitoring Server Dashboard to quickly view current demographics and specifications of the computer including operating system version, memory installed, drive size, free-space, processor and more. The demographics can easily be copied into your service order to help document how the machine arrived.

> 💡 Alternatively, https://app.monitoringclient.com computers/{Serial Number} will bring up the computer record (or listing, if duplicates exist).

REVIEW ISSUES

With the demographics recorded, Watchman Monitoring will alert your service technician to potential issues. Examples include SMART Errors, Drive Issues and Drive Capacity issues prompting hard drive replacement. Panic logs and memory errors could indicate bad ram, a bad graphics processor or a sensor issue. Malware and virus clean up. Backup status (or lack of backup) can facilitate add-on sales of cloud backup, managed backup or external drive backup solutions.

GROUP IDENTIFIER

The group identifier could include their Name, Email Address or Customer ID to make it easier to follow up on future issues. When you receive an alert in the future, you will have ready access to their contact information for follow up on the issue. Using these identifiers could make for a large set of groups in your Watchman Monitoring Server Dashboard, but allows for multiple machines to be associated with a particular customer.

RESOLVE ISSUES.

Once the issues are resolved, Record Post-Service System Summary in service order. This will internally document operating system updates, memory upgrades, and hard drive upgrades. If the customer chose to opt out of continued monitoring, the client can be removed from the computer.

BILL OF HEALTH

The Watchman Monitoring Summary can be generated in as a PDF for a clean bill of health to review with the customer and provide at service completion.

ALERTS AND RECURRING REVENUE OPPORTUNITIES

Leaving the client on the computer ensures you will be alerted to any issues in the future. Enabling the Support Menu keeps your service offering front of mind, and in easy reach when they have a need or question.

Watchman Monitoring will notify you of problems with the computer allow you the opportunity to reach out to the customer as a known and trusted agent. You could choose to add on additional services that you charge a small monthly, annual or one-time fee for short-answer support, remote support, maintenance and more.

SCENARIO 1: SLOW MACHINE, MORE MEMORY

Customer brings in their machine complaining that it is slow and unresponsive and asks for more memory to be installed. Service Agent encourages the customer to check in the machine for a full diagnostic. After installing Watchman Monitoring, SMART errors are discovered.

SMART Status

[2016-08-03]
SMART Enabled drives with errors:

Disk0: APPLE HDD HTS547550A9E384 Media
Status: Failing
Model: APPLE HDD HTS547550A9E384
Serial: J2250055H2W6WC
Bad Sectors: 2056
Error Count: 65535

SCENARIO 2: MACHINE UNRESPONSIVE

Customer brings in their computer complaining that it is unresponsive and taking forever to do anything. After a reboot, the Service Technician is able to operate the computer as expected. After installing Watchman Monitoring, the drive capacity is at 96%. The Service Technician recommends upgrading the hard drive to a larger capacity drive.

◆ **Root Capacity**

[2016-08-03] WARNING: 96% (481.04GB of 499.25GB) exceeds the 90% usage threshold set on the root volume by about 31.72GB.

SCENARIO 3: MACHINE IS "ACTING WEIRD"

Customer brings in their computer because it is in their words, "Acting Weird." After your Service Agent checks the computer in, the Service Technician installs Watchman Monitoring and is quickly alerted to Malware on the computer. After removal of the malware, the technician verified Watchman Monitoring Dashboard to ensure malware has not returned.

◆ **Malware Tests**

[2016-02-16] Possible Malware Found!
Genieo: http://www.thesafemac.com/arg-genieo/

Files found:
/Users/robinbanks/Library/LaunchAgents/Javeview.update.plist
/Users/robinbanks/Library/LaunchAgents/Kuklorest.btvlit.plist

Active components of malware trigger warnings, supporting files are listed as well.
Always check for additional malware, and report undetected variants when possible.

SCENARIO 4: POST SERVICE ALERT: FAILING HARD DRIVE

Several months after completing service for a customer, a notification email arrives in your service inbox: Your customer's hard drive has SMART Errors. From the link in the email, you visit their Watchman Monitoring Computer Details to confirm their backups have completed recently. You then reach out to the customer, confirm that their backups have been completing and arrange for service of the computer.