Cloud Device Management

Real-time monitoring and management of POS, kiosks, mobile devices and peripherals.

With Partner Tech's **Cloud Device Management (CDM)** platform, you can automate new deployments and remotely manage all your installed POS terminals, kiosks, mobile devices, self-checkout systems, and peripherals. CDM enables you to monitor devices, check their health status, update hardware and software, reboot or even reinstall system backups. Changes can be deployed to a single device, all devices, or a group of devices. In addition, CDM can be used to set up a preventive maintenance system that allows you to better plan upgrades and predict hardware failures.

Device Management

- Remotely monitor and manage all registered devices and peripherals
- View online/offline status for all devices and peripherals
- Easily assign task by device or group(s)
- Easily assign devices to groups, and unique terminal names
- Supports remote control connection through third party applications

System Updates

- Install and uninstall software
- Update drivers, applications, and firmware
- Manage backups, factory resets, and reinstall system backups
- Apply tasks to a single device, all devices, or to a group of devices

Lifecycle Tracking

- Track the health of your terminals to plan upgrades and prevent failure
- Access information about the OS and BIOS versions, installed apps, and the status of the device's hard drive, RAM, storage and processor

Task Management

- Schedule daily, weekly or monthly maintenance tasks
- Define if tasks should run overnight or require user approval
- View all assigned tasks and if they were successfully implemented

User Management & Notifications

- Manage user access and create new CDM admin accounts
- Set conditions (terminal off-line, CPU busy, storage low) for when notifications should be sent to assigned contacts

Benefits

- Proactively monitor and resolve problems – from anywhere in the world.
- Manage device updates and maintenance without physical access to the device.
- Respond to problems faster and reduce POS downtime.
- Significantly reduce the service costs.

CDM Installation

Can be installed on-premise or offered as a managed service.

Supports Windows and Android POS devices as well as USB-connected peripherals. Linux to be released soon.

CDM uses an encrypted communication protocol and supports two-factor authentication.

OS Support

Windows & Android
Linux coming soon