

Introducing Barracuda Managed Workplace

<https://campus.barracuda.com/doc/84967457/>

Barracuda Managed Workplace provides solution providers with a complete, integrated solution to centrally monitor and manage SMB customers from a single, web-based platform.

Barracuda Managed Workplace is made up of two components:

- Service Center
- Onsite Manager or Device Manager

Service Center is installed on one or more servers in your network or in a data center. Service Center is the web-based management application where users perform their work and also the database where all the client information resides.

Onsite Manager and Device Managers collect client data and send it to Service Center over the Internet. Use Onsite Manager to collect data and manage many devices. Use Device Manager to collect data and manage a single device.

The Onsite Manager performs agentless monitoring, collecting information from all types of IP-based devices, including computers running any operating systems as well as routers, printers and other infrastructure devices.

The Device Manager is an agent, monitoring information only from the device upon which it is installed.

The multiple Onsite Managers are connected to the Service Center by a secure outbound connection using current web services SOAP/XML through HTTP/HTTPS.

The Hosted Console website is used to create and manage Service Centers used by Value Added Resellers, and is only present in the Hosted version of Barracuda Managed Workplace.

The ease of use, simplicity, power and security of our agentless technology built on Microsoft's leading edge .NET framework, combined with innovative patented network communications allowing all monitoring and management to be conducted over the Internet (no VPNs required), make Barracuda Managed Workplace the next generation platform for managed services software.

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