

Samsung SyncThru Admin 6

Outstanding Network Device Management Solution



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For growing businesses, managing an ever-evolving fleet of devices can prove challenging. An effective device management solution is a must in these environments to enable administrators to manage fleets centrally and reduce maintenance time. Samsung SyncThru Admin 6 combines all the essential features of a network device management utility with further innovative features, netting it a Winter 2013 "Pick" Award for "Outstanding Network Device Management Solution" from the editors at BLI.

Samsung SyncThru Admin 6 provides IT staff with centralized management, maintenance and support capabilities for MFPs and printers. As with most device management utilities, SyncThru Admin 6 enables administrators to remotely monitor device statuses, receive alerts when devices need attention, see and change settings for supported devices and check consumables status. "With its version 6 release, Samsung's SyncThru Admin continues to be one of the best device management utilities on the market," said Idris Shogbanmu, BLI's European solutions technical specialist. "Its ease of use and additional functionality make it superior to almost every other utility BLI has tested."

With drag-and-drop functionality, a customizable user interface and dashboard top-level view displaying device status and information at a glance, SyncThru Admin has a more user-friendly interface than most competitors. It also offers more complete functionality, including built-in graphical reports, the ability to discover and monitor local devices connected to networked PCs and the capability to remotely deploy firmware and embedded applications for Samsung devices. Notably, the latest version of the utility now offers SLA (service-level agreement) reporting capabilities and the ability to send error alerts via Twitter – two features that set SyncThru Admin 6 apart from other management utilities.

Where IT personnel provide support across multiple sites and networks, the ability to access the solution on the go as well as be alerted to errors wherever they are is paramount. SyncThru Admin 6 not only enables administrators to view the solution using a mobile dashboard inter-

face but it also allows administrators to configure error alerts on up to 39 error conditions and send those by email or via Twitter as a tweet or direct message. Although email alerts are commonplace in fleet management utilities, SyncThru Admin is the first device management utility to offer Twitter alerts.

"SyncThru Admin's Twitter alert functionality enables administrators to get succinct device alerts even when they are out of range of the organization's network and can be configured to show the specific information required to determine which device has the error and what action is needed," said Shogbanmu. "The administrator can then easily pass that information to their relevant support colleagues or resolve the fault themselves, whether they are out of the office or on-site. Furthermore, if alerts are sent via public tweets, multiple IT personnel can periodically monitor a Twitter feed for device errors so resolution time does not rely on a just single technician to pick up the message."

SyncThru Admin reports detailed and accurate granular information for Samsung devices and also returns granular information for many non-Samsung devices. As with other network device management applications, information for third-party devices was more limited than for Samsung's own devices. However, the information returned for third-party devices during testing was sufficiently detailed and SyncThru also has the added benefit of extending some device configuration features to supported third-party machines.

About **BLI Pick Awards**

Twice a year with its "Pick" awards, BLI gives special recognition to the hardware and software products that provided the most outstanding performances in BLI's unique evaluations. Software solutions undergo an in-depth hands-on review that focuses on key attributes for a solution's target market and compares how well the product stacks up against leading competitors. "Pick" winners rise above the competition in key areas such as value, feature set, ease of use, ease of administration, hardware compatibility, software integration, security and support. Software solutions earn an overall rating based on a five-star scale, and "Pick" contenders are culled from those that earn the highest ratings. Consequently, a BLI "Pick" is a hard-earned award that buyers and IT directors can trust to better guide them in their acquisition decisions.

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