

Improve Efficiency. Lower Your Overhead. Grow Profitably.

A Better Solution for the Backbone of your Dealership

CROPS Pro is much more than just remote monitoring and management software; it's a full solution built for dealer growth. Unlike other platforms that are essentially software packages, CROPS is a fully-managed solution that allows you to increase your team's efficiency, reduce your service delivery costs and scale your dealership profitably. Through a combination of proprietary software and a skilled technical workforce, Sedona Technologies offers you a level of efficiency and an opportunity to scale.



CROPS Pro is built on three key pillars:

IntelliMon™

OUR PROPRIETARY, INTELLIGENT MONITORING ENGINE

IntelliMon was designed from the ground up to streamline and simplify the process of remote monitoring and management. It consolidates related events, counters and thresholds into single tickets so that you only get notified when action is truly needed, saving countless hours that would have otherwise been spent parsing through data. IntelliMon is always up to date using aggregated data, so if we've seen it once, dealerships are already monitoring for it. Real issues can be fixed faster and your IT Team won't waste time updating and maintaining critical parts of your desktops, servers, security, or network infrastructure.

Sedona IT Solutions

THE SKILLED WORKFORCE THAT EXTENDS YOUR TEAM'S CAPABILITIES

The Sedona Network Operations Center (NOC), IT Service Delivery, Dealer Software Support, and Security Infrastructure Services are the IT teams that make up our IT Solutions group, we all act as an extension of YOUR dealer IT team and provide you proactive problem resolution on your behalf. More than 70 technicians make up these various teams that can absorb the routine work of day-to-day monitoring, while you keep your staff focused on more strategic activities. In addition, you gain instant access to engineers with deep product expertise, allowing you to scale your dealer IT projects while maintaining a consistent and predictable infrastructure.

Dealer Success

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Sedona Technologies believes in fostering true partnerships with Dealer IT, with an entire team dedicated solely to the success of your dealer infrastructure and security. This commitment means that CROPS dealers have more than just a software solution, you have access to training and resources to help you grow in every facet of your business. From security experts to help desk to our back in network operations center, we are here to stand with and build upon your dealer IT resources. Since we are dealer focused, we understand your software, infrastructure, and business operations. We are built on your success.



“Working with Sedona IT has been more efficient from every imaginable angle. Not only in terms of people and time, and responsiveness to our dealer issues, but it’s a cost-efficiency in their CROPS Solutions as well.”

Eric Gadd, IT Manager at Leslie Equipment

Pro Services Explained

Unlimited Training

We want to make sure you're getting the absolute most out of our products and services, so we encourage you and your IT Team to schedule as many training sessions with us that you need.



Sedona Technologies Support

As with all of our CROPS Solutions, our IT Teams provide unparalleled support, allowing you to create and assign product-based tickets to our Sedona technicians for full problem resolution. You can also assign tickets for one-time maintenance actions such as antivirus scans and remediation for infections, driver updates for servers, and more.



CROPS PRO SERVER CARE

At Sedona, we treat all Servers as Critical, even with basic monitoring. CROPS Server Pro provides basic monitoring, alerting and ticketing to help you operate more efficiently. You'll spend less time filtering alerts and researching resolutions, and our NOC will alert you when critical issues arise.



CROPS PRO DESKTOP CARE

CROPS Pro Desktop Care includes the features and bundled software you need to offer a complete desktop management solution. These features include patch management, antivirus, antimalware, remote access, client communicator, IT admin portal, reporting, free interactive technical training and more.



Advanced Technology Service Delivery

IT labor and infrastructure costs can take up a significant percentage of your operating budget. When partnering with Sedona Technologies and any of our CROPS Solutions, you have the opportunity to lower these costs by leveraging our software and IT services.

Trained Experts at Your Side

Our IT technicians are here to support you every step of the way—whether it's closing tickets, providing remediation documentation and best practices, or completing routine maintenance and project work for you. We continuously capture, document and codify our experience in the form of business rules and a knowledge base, so our technical teams (and our dealers IT teams) can have quick access to the information they need to be successful.

24x7x365 Coverage Available

The Sedona IT Solutions teams monitor and manage your systems around the clock, 365 days a year, enabling you to provide 24x7 coverage in a profitable, scalable business model.

Education, Documentation and Training

With CROPS, you get unlimited training and support to make the most out of our solutions. Additionally you'll get access to the CROPS Doc Center, our self-paced interactive documentation center that contains more than 250 technical documents and training information designed to help your IT Staff learn everything they need to know about our solutions and how to use the tools we've built. You can even create custom documents for your own dealership and staff!

CROPS Pro Features

Monitoring & Reporting

IntelliMon Alerting

Our proprietary alerting system generates smart, actionable alerts to help simplify and streamline the process of remote monitoring and management. Tickets generated by our IntelliMon system include remediation documentation and best practices, and are designed to not only help you solve the issue at hand, but avoid future problems as well. Tickets are also classified based on alert status and severity, so you can quickly and easily determine which issues require immediate attention.

SNMP and Network Availability Monitoring

Unify network device management through SNMP monitoring of network devices such as printers, UPSs, firewalls, and routers. If one or more network devices at a site is unreachable, Network Availability Monitoring will consolidate alerts into a single “device down” ticket.

Backup Monitoring

Seamlessly monitor essential backup information, including backup status and last backup time, from third-party backup platforms. This provides you with a more complete picture of your endpoints and the flexibility to work with the backup vendor of your choice. CROPS BDR, our backup and disaster recovery platform, is seamlessly integrated into our CROPS Portal and supported by our Network Operations Center, providing you with an increased level of efficiency and control.

Reporting

We provide our dealers with a variety of reports and data insights, including technical systems information, asset collection, preventative maintenance, performance and application monitoring and more. With our reporting tool, you can quickly and efficiently demonstrate the value that you provide to your customers and get access to the information you need across each one of your locations. Reports can be edited, altered, exported and custom-branded in order to share directly with your owners.

Automation

Scripting

CROPS provides an extensive library of script templates that you can use to automate tasks and monitor systems with no programming required. All scripts are deployed through an easy-to-use visual web interface, and offer you the flexibility to deploy to a single machine or across multiple sites on-demand or on a scheduled basis. Use scripts to standardize user configurations across any desktop running the CROPS Agent. Download application installers directly from the Internet or deploy locally to consolidate Internet bandwidth.

Patching

Sedona's Patch Management Team will extensively test and research Microsoft Security Patch Rollups to understand and identify any conflicts with common business applications. Once testing is complete, Sedona will publish a detailed report that lists any issues they've identified and provides steps to avoid or remediate the issue (if applicable). Patch policies can also be established to automate the deployment of Microsoft non-security patches, Apple patches and patches for a variety of third-party applications.

Maintenance & Management

Endpoint Protection

Our agent comes bundled with best-in-class endpoint protection from Webroot. Scheduled antivirus installation checks and definition updates are available for many antivirus applications.

Client Communicator

The Client Communicator is an app that runs in the system tray and improves client communication and support—allowing you to synchronize newsfeeds, send instant messages, and integrate scripts to provide users with tools to fix problems on demand. It also integrates with our IT Help Desk, so users can request help via chat rather than over the phone.

Add-Ons & Integrations

For your convenience, we bundle antivirus, antimalware and remote access software together with all our solutions. CROPS Pro also offers tight two-way integration with our state of the art IT Ticketing System designed for Dealer IT in mind, additionally we integrate with IT Glue documentation and asset management and BrightGauge advanced metrics and reporting engine. Additionally, we focus on IT Services and Solutions that are critical to your dealership.