

BOSSDesk – Asset Management

ITIL Service Management on the Cloud



BOSSDesk Asset Management

BOSSDesk tracks and reports the value and ownership of assets throughout their lifecycle and provides total visibility and control of all hardware and software assets. The product tracks licensing, purchasing and inventory details of hardware, software, and virtual infrastructure as well as non-IT assets throughout.

BOSSDesk Asset Management Benefits

Improve Visibility and Control of All Assets

Tracking all assets dynamically across multiple domains and locations can significantly reduce cost and improve visibility and control.

Improved Efficiency through Remote Desktop Management

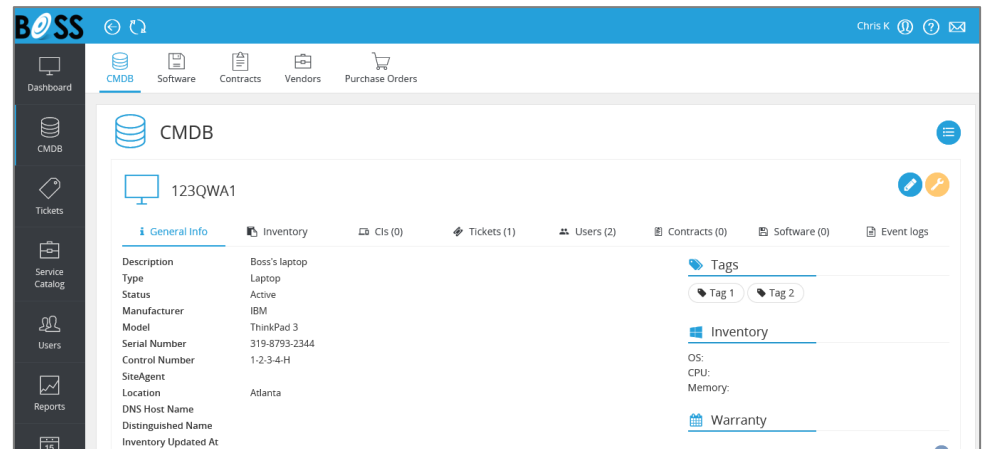
Agentless non-intrusive tools provide immediate intelligence. Technicians can remotely access and resolve issues in real time thereby reducing downtime and improving efficiency.

Manage Software Licenses and Ensure Compliance

Know when any updates are required and automatically remove unauthorized software. Manage software inventory and licenses to ensure compliance.

CONFIGURATION MANAGEMENT DATABASE (CMDB)

The CMDB stores configuration records throughout their lifecycle. In addition to computers the database can include printers, projectors, cameras, or medical equipment. Detailed asset information such as the owner of the asset, its location, purchase details, manufacturer, warranty and a history of any issues, are all captured and stored in the database. Advanced Search allows the user to various filters to locate specific assets in the database.



HARDWARE INVENTORY

Hardware inventory can be collected from computers in your network on-demand at the click of a button or on a scheduled basis. You can collect complete hardware information such as memory, hard disk space, display and a lot more. You have the flexibility to create any type of custom asset or field you might require from IT peripherals to phones. Hardware reports for ready reference, and aging reports help in planning for equipment replacement.

BOSSDesk Features

INCIDENT MANAGEMENT



Comprehensive ticket management solution for managing incidents

PROBLEM MANAGEMENT



Find the root causes and prevent problems from impacting business

CHANGE MANAGEMENT



Understand and minimize risks of changes to the IT environment

ASSET MANAGEMENT



Manage all types of assets across the service lifecycle

SERVICE CATALOG



Easy for users to enter requests and for admins to customize

DASHBOARD & REPORTS



Reporting capability that enables effective service management.

SELF SERVICE PORTAL



Provides easy access for users to report incidents and request services.

MOBILE APPS



Technicians can update their work orders and track assets remotely

CONFIGURATION & TOOLS



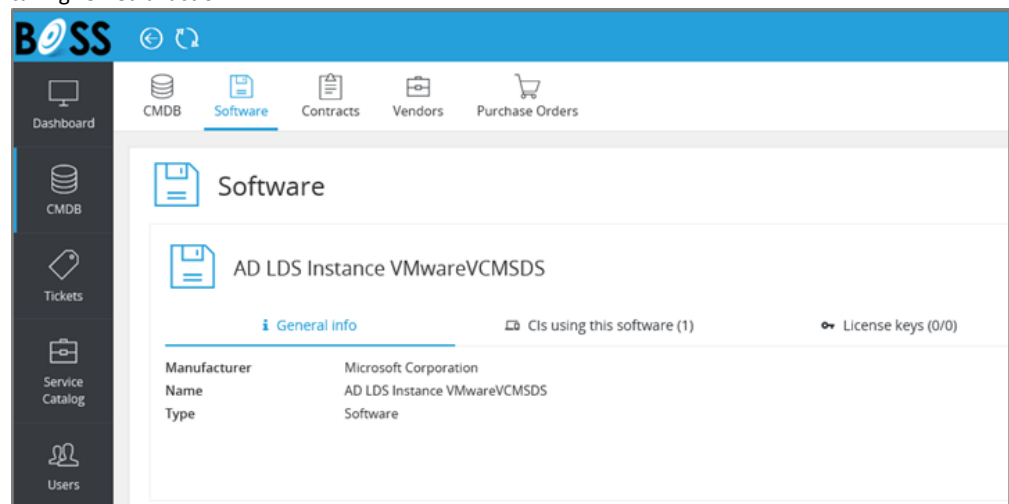
Interface and tools that can provision & manage the IT environment.

ACTIVE DIRECTORY & AUTO DISCOVERY

Assets can be imported into BOSSDesk in three different ways. They can be imported via Microsoft's Active Directory which in addition to the initial import allows new assets to be included as they are added to the system. They can also be imported via a CSV file or scanned individually via the mobile application. Auto Discovery of printers and network devices that use the SNMP protocol is also supported.

SOFTWARE INVENTORY

Using Microsoft Windows WMI, in addition to capturing all hardware information, BOSSDesk can also capture all software information on all computers in the system including operating system, version, service packs, manufacturer and directory. The system can display a report of all software installed on all computers in the system and identify which computers are running unauthorized software for taking remedial action.



The screenshot shows the BOSSDesk interface for Software Inventory. The top navigation bar includes Dashboard, CMDB, Software (selected), Contracts, Vendors, and Purchase Orders. The main content area displays a software entry for 'AD LDS Instance VMwareVCMSDS'. Below the entry, there is a 'General info' tab and two other tabs: 'CIs using this software (1)' and 'License keys (0/0)'. The 'General info' tab shows the following details:

Manufacturer	Microsoft Corporation
Name	AD LDS Instance VMwareVCMSDS
Type	Software

CONTRACT & VENDOR MANAGEMENT

Contract and license information can be entered for all software licenses and maintenance contracts, and the system can display necessary information associated with each item such as status and contract expiration dates. Vendor information and profiles can also be entered and displayed for easy access. This capability allows for informed purchasing decisions and improved quality of IT service.

PURCHASE ORDER MANAGEMENT

Purchase Orders for any new assets can be entered into the system and when the asset is received BOSSDesk will automatically generate a new inventory asset tag for these assets from the information from the purchase order. This capability ensures that all new assets are entered quickly and allows for better life cycle management of assets.

LIFE CYCLE MANAGEMENT

Asset Life-Cycle Management keeps you informed in each of the stages of the life cycle of your assets. With this information you can make better purchasing decisions by looking at the resources available and their life-cycle stages. Know if an asset should it be reused or reassigned, moved, loaned or decommissioned. If an asset is due to be retired or expire, new orders can be placed based on inventory levels. With this capability know the Total Cost of Ownership of your assets, make informed purchasing decisions and provide quality IT service.

www.boss-solutions.com