

An Integrated System that addresses multiple ITIL areas creating a systematic workflow that is easy to adopt

BOSSDesk Benefits

Self Service Portal

Drives down service costs by allowing users to find and resolve issues before creating a ticket

Powerful CMDB

Asset Management for Hardware, Software, Contracts, Vendors, Purchase Orders and more

Service Catalog

Efficient selection and routing of customizable forms for user requests based on SLA's

Highly Secure

Hosted and managed within secure U.S. data centers and accessible 24x7, Knowledge base, Mobile Apps and more

BOSSDesk ITIL Aligned Features

Incident Management

Identify, log, categorize, prioritize and resolve to prevent service interruptions

Asset Management

Track and manage assets across your infrastructure with effective reporting, recording and auditing

Problem Management

Diagnose the root cause of multiple tickets eliminating the need to address individually

Dashboards

Customizable dashboards & real time metrics keeping you informed on all incidents

Change Management

Plan, test, propose and standardize changes to improve service quality

Automatic Discovery

Agentless and non-intrusive discovery tools provide detailed inventory

Knowledge Base

Gather, analyze, store and share information reducing the need to repeatedly address common issues

Service Catalog

Design your own forms and publish to end users for supporting delivery of IT services





BOSS Solutions at a Glance

Company:

- Over 20 years experience in service management
- Developed a range of innovative software solutions
- Products address both on premise and cloud based solutions
- Agile and adaptable to market needs
- Focused on meeting industry standards
- Large referenceable customer base
- Customer is King - Excellent customer support

Product Lines:

BOSS Support Central

Service Management On-Premise Solution within Your Firewall. The most cost effective solution in the industry

BOSSDesk

Service Management on the Cloud that addresses multiple ITIL areas creating a systematic workflow that is easy to adopt.

BOSS811

One Call Ticket Management Solution on the Cloud addressing the needs of the damage prevention industry

BOSSDesk ITIL Capabilities

Service Level Agreement (SLA) Management

Create and manage SLA's. Optimize performance by defining routing rules, prioritizing escalations and response timeframes

Contract Management

Track and manage contracts and licenses. Attach relevant documents and set alerts for contract expiration

Software Management

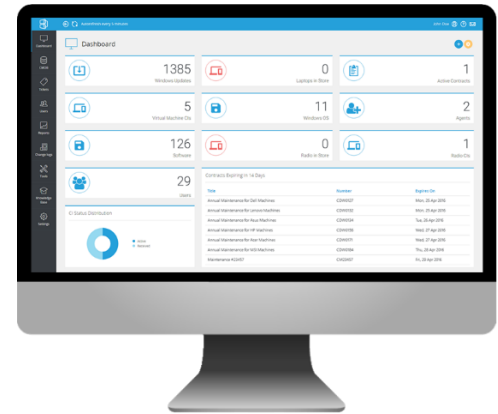
Reduce the risk, cost and complexity associated with software asset and licensing

Purchase Management

Track and manage purchase and assets by automating your purchase workflow.

Deployment

Distribute, Install, update and uninstall software applications remotely and well as automatically



Other BOSSDesk Features

Email2Ticket

Automatically send emails to users and technicians related to ticket activities.

Reporting

Get access to standard reports or easily customize them to suite your needs.

Self Service Portal

Easy to use, state of the art portal that helps users manage incidents, service requests and access vital information.

Scheduler

Schedule routine maintenance and tasks to automatically create and issue tickets.



For more information visit:

www.boss-solutions.com