

# BOSS Support Central On-Premise Service Management



## Take On-Premise IT Service Management to a New Level

### BOSS Support Central Benefits

#### Easy to Use

Innovative award winning user-friendly interface for total control

#### Cost Effective

The most affordable ITSM software in the industry with minimal training and support costs

#### Highly Secure

The system is on premise and located behind your firewall

#### Comprehensive Reporting

Provides the necessary tools and metrics to meet business objectives

#### Easy to Upgrade

Customers can easily upgrade to the latest release

### BOSS Support Central

The new BOSS Support Central is ITIL aligned and takes On-Premise IT Service Management to a new level and lets you manage, track and take control of your IT environment

#### Help Desk Ticket Management

Comprehensive ticket management solution for managing the lifecycle of all incidents

#### Mobile Apps

Saves time and costs by allowing technicians to update work orders and track assets

#### Dashboard & Reporting

Customizable reports proving the required asset information needed for reporting, budgeting & IT projects

#### Asset Management

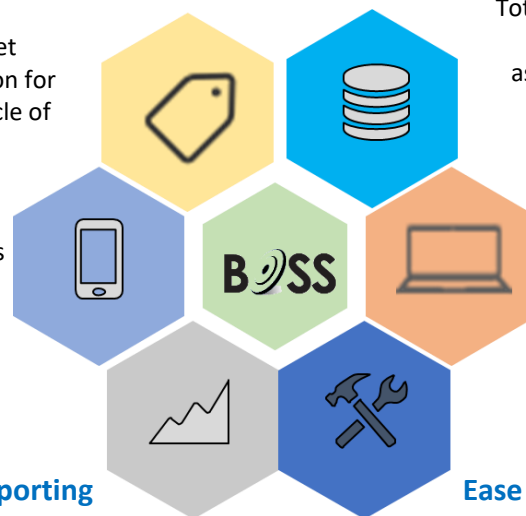
Total visibility and control to manage all types of assets across the service lifecycle

#### Service Catalog

Enables employees to easily enter requests and administrators can easily customize

#### Ease of Configuration & Management

Interface and tools that can provision, track, manage the IT environment





### 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
- 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

### BOSS Support Central – Some Features & Capabilities

#### POWERFUL ROUTING ENGINE

For implementing workflows and enables tickets to be automatically assigned to the appropriate technicians or teams based on need.

#### MAILBOXES (EMAIL to TICKET)

The Mailboxes or Email to Ticket allows users who want to send an email with an issue rather than entering it manually.

#### SCHEDULER

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

#### PARENT AND CHILD TICKETS

Allows for tickets with similar problems to be grouped together with parent-child relationships for resolution

#### SERVICE LEVEL AGREEMENT (SLA) MANAGEMENT

Optimize performance by defining routing rules, prioritizing escalations and response timeframes

#### EMAIL NOTIFICATIONS

Automatic email notifications can be specified for any changes to tickets in the system.

#### ACTIVE DIRECTORY & AUTO DISCOVERY

Assets can be imported into BOSS Support Central in several different ways

#### 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

#### SOFTWARE INVENTORY

Using Microsoft Windows WMI, BOSS Support Central can also capture all software information on all computers in the system

#### REMOTE TOOLS

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

#### SELF SERVICE PORTAL WITH KNOWLEDGE BASE & CUSTOM FORMS

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

#### CUSTOMIZABLE DASHBOARD & WIDGETS

The Dashboard is customizable for each technician and are displayed on log in



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