

### 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
- 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

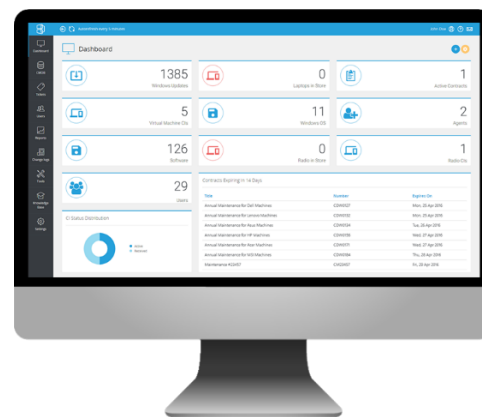
Reduce the risk, cost and complexity associated with software asset and licensing

#### 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

#### Postboxes (Email to Ticket)

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](http://www.boss-solutions.com)