

AAA and BOSS sign a nationwide agreement for BOSS Asset Management and Service Desk solutions

AAA and BOSS recently signed a nationwide agreement for BOSS Asset Management and Service Desk solutions. The fact that two of its members AAA Carolinas and AAA New York have been successfully associated with BOSS for many years, reaping significant time and cost savings was one of the key reasons for AAA to endorse the BOSS solution nationwide.

After a detailed evaluation of various help desk tools, AAA Carolinas selected BOSS Assist, an online help desk solution from BOSS. Built on the industry acclaimed Microsoft® .NET® framework, BOSS Assist encompasses the latest technology while retaining the simplicity in its user interface, navigation and overall usability – key features that ensure technology is driven by business needs and not the other way around.

BOSS Assist is the help desk component of ***BOSS Support Central***, an Enterprise Systems Management tool that goes beyond just workstation inventory. It incorporates software distribution, patch management, software license management, interactive remote control, reporting, and asset tracking all of which can be accessed from a single console.

BOSS offers the most cost effective IT service management solution on the globe serving hundreds of customers across numerous verticals including State and Local Government, Financial, Healthcare and Education.



BOSS delivers IT solutions

[BOSS](#), an IT Service Management company based in Norcross, GA hands AAA the tool sets to improve end-user productivity. An integrated service management solution, [BOSS Support Central](#) automates help desk ticketing and end-user support with great results.

Special Pricing -- AAA signed a National Agreement with BOSS last month that would help all the member clubs to get a special discounted pricing of BOSS Asset Management and Service Desk solutions. This provides unlimited licenses and unrestricted use across departments resulting in a significant ROI and improved end user productivity. **Discounts range from 12% to 18% depending on the services selected.**

- Save time by cutting down on manual tasks
- Service request automation beyond IT
- Track enterprise Asset Life Cycle and increase visibility
- Automate workflow
- Enable remote support and reduce expenses
- Innovative dynamic dashboard

BOSS IT management software [BOSS SUPPORT CENTRAL](#) includes Helpdesk, Software distribution, Interactive remote control, Reporting, and Asset Inventory and Tracking, all of which can be accessed from a single console. It also comes with a help desk module BOSSAssist where end users have a Web interface that can be accessed securely with a single sign-on option.

To elaborate on a few of the useful features for AAA clubs:

Service Requests Tracking – AAA clubs could easily automate Facility requests, Equipment loan and relocation, IT Requests, and Development Requests. BOSS provides a central location for logging security incidents and remediation. It enables a self-service portal for the club employees to submit requests online, track status of their tickets, and provide feedback.

Asset Life Cycle Tracking -- Be it PCs, Printers, Projectors or even Pictures, AAA can register, barcode and track them all using [BOSS Support Central](#). The solution provides the ability to create asset types, custom fields, upload from XLS sheets, discover them if they are in the network, associate people, track active status,

attach documents all towards building a single, consolidated Database.

Management Reporting – BOSS Dashboard provides the state-of-the-art grouping, filtering, sorting capabilities built on the robust Microsoft .NET Platform enabling quicker search capabilities, custom reporting, easy export to HTML, XML and XLS formats

Going by the words of both a BOSS representative and AAA Carolinas, a very valuable customer of BOSS, **this is truly a two-sided mutually beneficial partnership.**

A BOSS technical engineer remarked, *“For many years, I have relied on AAA to provide me with the necessary support when I drive my car. Today, it gives me pride to be able to support them and help drive their business more efficiently.”*

In the words of Mark Daeth, Network Support Manager for AAA Carolinas, *“BOSS worked with us as partners and delivered a solution that was customized to suit our requirements.”*

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