



# Announcing BOSS SUPPORT CENTRAL 3.0

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April 3, 2011 - BOSS is pleased to announce the upcoming release of BOSS SUPPORT CENTRAL 3.0. With our commitment to continually evolve our solution in line with market trends, it is our pleasure to announce our plans for BOSS Support Central 3.0. This will include many enhanced features especially incorporated for our customers based on their feedback. Stay tuned for more updates.

## Highlights at a Glance

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**Customizable Software Metering** – One of a kind, where the Customer is able to track software usage in computers selectively across the Enterprise. Includes a turn on/off option and configurable reporting time.

**Web based MAC Inventory** – Scan your IP Network for MAC devices and schedule reporting of hardware/ software inventory from the same Support Central management console

**Crystal Reports / Microsoft SQL Reporting Services Integration** – See your existing Crystal Reports on the Management console simply by enabling the Crystal Reports flag and look out for the new reports tab on the Web Console that displays on-demand user/admin reports

**Asset Status Tracker** – Automatic color change of Assets based on their active status in the network

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**BOSS Inventory on the Cloud** – See your inventory on the hosted server and it is a great solution for distributed networks and very useful for Service providers

**Linux / Unix Inventory** – This would complete the full circle of our capability related to discovery and inventory of any device in your environment

**Expanded Barcode scan module** – iPhone, Android, Microsoft based mobile devices can easily look up Assets maximizing your investment

**Scheduled Reports Delivery** – Receive management reports automatically delivered to your inbox or mobile device

**Scheduled Maintenance ticket generation** – Automatic task assignment and routing to your service staff enabling easy scheduling of resources

**ITIL v3® module enhancements** including Problem management, Change management, and Configuration Management

**Android / iPhone applications** for managers, users, technicians enabling IT Service management On the GO!

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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.