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From the desk of the Editor

Greetings from BOSS and a Happy New Year 2012! With the pages turned to a brand new year and a new beginning, we at BOSS extend our heartfelt thanks to our wonderful customers who helped us make and surpass the targets we set for ourselves for 2011. Looking back, 2011 was a trend setting year at BOSS in many respects. BOSS has been on a steady growth mode over the past few years and 2011 saw us breaking our own internal targets with significant double digit growth. This was punctuated by some really significant milestones which included product enhancements and competitive customer wins.

We owe our success to the constant feedback and support from you, our valued customers. You asked, we listened and the end result was a world class product with unparalleled features at an affordable price point bringing enhanced business value to the customer.

We're proud to share that the BOSS product now includes some very cool and sought after features like True Enterprise Inventory (MAC, Linux, etc.), Remote Tools, Smartphone Interface

Unlimited/Unrestricted Licenses-are they for me?

Why go for Unlimited, Unrestricted licenses?

BOSS has been selling perpetual licenses to customers for several years limited by assets, users, techs in their environment. As our solution expanded, there is opportunity to utilize the product beyond the IT Service Desk or Asset Management for

- i. Maintenance Work orders*
- ii. Physical Inventory Audits*
- iii. Software Compliance Audits*
- iv. ITIL Implementation*

There are scenarios where customers need multiple instances of BOSS Helpdesk, Additional Technician licenses, Additional Asset licenses, etc. BOSS introduced the "Unlimited, Unrestricted license model to cater to these needs. Any new module that BOSS releases for Support Central is included in this package at No Cost.

We do not need additional asset, user licenses but are interested in modules like Email2ticket, Android/iPhone app, etc. How do we get it?

BOSS offers a special pricing model to upgrade to 'Unrestricted Licenses'. This will enable customers to obtain additional modules without any change in their current license count.

Do we pay for services while getting additional modules?

Depending on the complexity of the module implementation or customer setup, there may be some additional professional services required and fees associated with that.

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(iPhone, Android), Web based Asset Management, Import Tickets Tool and the Super User Feature on the Helpdesk portal. BOSS Support Central has also found its way beyond the IT department and is being used by our customers for Lifecycle Management, Facilities Maintenance, Project Tracking, SPLOST revenue tracking, EPIC integration, Custom Workflow and implementing ITIL best practices.

To make a long story short, we could not have done it without you and we hope to continue this mutually beneficial relationship in the many years to come.

Cheers and here's to a Happy and Healthy 2012!!!



Customer Corner



TechBridge is an Atlanta based nonprofit with one mission – to help other nonprofits use technology to do more and serve more people. TechBridge has provided IT consulting, hosting and outsourcing services to hundreds of nonprofits, helping them harness the productivity gains long since enjoyed by the corporate sector, by connecting the needs of nonprofits with the skills and financial resources of the technology community.

TechBridge implemented **BOSS Support Central** to aid in its valuable mission of service to the community. Moving from an existing clunky, unstable old system to BOSS Support Central has resulted in a significant difference in its operations and enabled TechBridge to serve clients very efficiently.

In the view of **Scott Feldman, Help Desk Manager, TechBridge**, moving to the stable, configurable BOSS system provides great value in terms of time savings and automation. TechBridge derived multiple benefits by implementing Support Central including total automation, control over the data collected and ability to configure the product as per their needs. They can now collect relevant info and report on it, identify pressure points in supporting different clients and thereby demonstrate to clients the value TechBridge provides.

Earlier, TechBridge clients were used to sending emails on common issues. The emails contained relevant and not so relevant info on the issues. This turned out to be a very inefficient and time consuming process. With the BOSS system, TechBridge can now create custom templates on the Help Desk for common issues and also prioritize and address all issues quickly. How much time is spent and on what, can be tracked and reported so resources can be used very efficiently. As the system prompts for exact info from the clients, issues can be pinpointed and resolved to the client's satisfaction.

“Support Central enables us to support our clients efficiently, proactively, and intelligently. BOSS has provided key technical support and development to customize their product according to our needs. BOSS is enabling TechBridge to better accomplish our mission of serving the non-profit community.”
**-Scott Feldman, Help Desk Manager
 TechBridge**

Scott remarked that the benefits derived from the BOSS solution were all the way around, like increased efficiency for clients, recognizing systemic issues and being proactive in improving the quality of the client's usage of technology. He appreciated the fact that when TechBridge needed additional customization, BOSS engineers worked with them hand in hand and spent a considerable number of hours to custom develop certain features. This made a big difference and really enhanced the value of the solution. TechBridge plans to use Support Central in supporting 40 different organizations.

The goal of TechBridge is to make the technology as transparent as possible to customers so they are able to focus on their mission and BOSS is helping TechBridge achieve this.



CUSTOMER SPEAK- TODD WHITE OF MANHATTAN BEER DISTRIBUTORS ON WHY HE CHOSE BOSS SUPPORT CENTRAL

I did my due diligence and took my time looking for a helpdesk solution and even checked in with many of the professionals in my personal network. Each of these professionals had some type of solution in place but for the most part, each had issues with the solutions that they have chosen. Some of them wish that the reporting tools were better developed and others wished that their chosen software would be more user friendly or offered features that would aid in managing their systems. Due to what I was finding out in the field, I was prepared to find a solution that would only accomplish 90% of the goals I wanted to achieve with my helpdesk solution.

I found my helpdesk solution completely by accident while searching for a system that will send out alerts to every computer on our 5 facilities in New York. BOSS was one of the solutions that would offer me the type of alerting system that I felt would work effectively and offered a vast amount of other features that made me to start looking at it as our single source of a helpdesk solution. The more I dove into the features of this application, the more excited I became about finding our replacement to our current helpdesk solution [BridgeTrack].

Some of the reasons I was sold on the BOSS solution included Ease of installation, tools to push out applications remotely, ability to manage the services and controls of any system connected to our network even through our cellular connections and remote locations and a simple to follow SQL back end that allowed me to customize reports and build onto the existing solution.

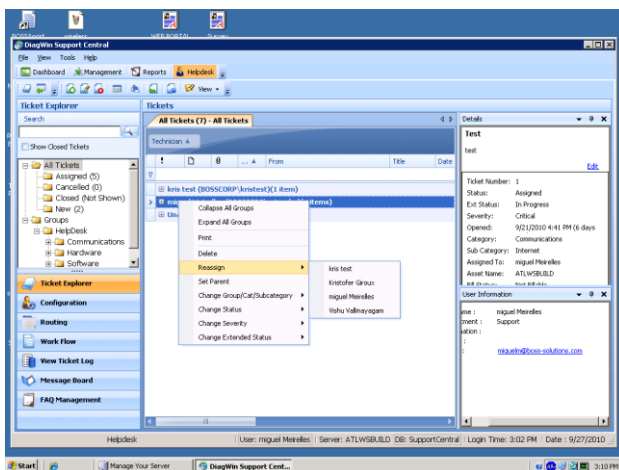
I can't say enough about the experience that I have had with the professional team at BOSS, there is never a doubt in my mind that I have found the perfect tool to manage my systems. I can spend my time doing the things that allow our company to move forward and no longer need to struggle with our helpdesk application.

Todd A. White
IT Manager
Manhattan Beer Distributors

FAQ's-Quick fix from the BOSS Support Desk

How To Reassign Tickets To Another Technician

- From HELPDESK/Ticket Explorer right-click on any column and select 'Group By Box'
- Drag Technician column to box area
- Select technician, right-click and select Reassign and technician name.



WIN AN IPAD2

**Would you like to win an iPad2?
 Easy!!! Just Refer A Friend!!!
 (Refer BOSS to your peers and
 we'll handle the rest. If it
 culminates in a sale, the iPad2 is
 yours to enjoy!!!)**



What's New at BOSS?

Our v2.48 release with the following features is available right now.

- Web Reporting
- API / SDK / Web Services to access BOSS from third party applications
- Helpdesk Super User Feature
- Android app for Asset Life Cycle Management
- iPhone app for Asset Life Cycle Management
- MAC/Linux Inventory
- Web based portal for Asset Management
- Configurable External Tools for remote management
- Asset Status Tracker

Coming Soon!!!

- iPhone app to submit BOSS service requests
- Android app to submit BOSS Helpdesk requests
- Life Cycle Management / Helpdesk in Blackberry

Would you like to be a Beta Site for BOSS Support Central 3.0? Please contact support@boss-solutions.com

Welcome New Customers



With over a 300 strong customer base and growing, BOSS extends a hearty welcome to our most recent customers. Here are some of our new customers and the reason they chose our solution.

Manhattan Beer Distributors- Liked the ease of **installation**, tools to push out applications remotely, ability to manage the services and controls of any system connected to their network even through cellular connections and remote locations and a simple to follow SQL back end that allows them to customize reports and build onto the existing solution.

Bibb County, GA -Will use Support Central to provide reporting for **SPLOST** (Special Purpose Local Option Sales Tax). They also plan to use it to **track projects** and pull information from other systems for consolidated, custom reporting purposes.

Limestone County, AL - Liked that our **Life-Cycle Management** module has the ability to bar-code and track assets. They also liked the fact that BOSS could import all the **existing tickets from TrackIT** making the transition seamless.

BOSS

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