

# BOSS Support Central– Asset Management

## On-Premise IT Service Management



### BOSS Support Central Asset Management

BOSS Support Central IT Asset Management is responsible for tracking and reporting the value and ownership of assets throughout their lifecycle and provides total visibility and control of all hardware and software assets. Once an asset is deployed, the product records all maintenance activity and enables IT to perform regular audits until asset retirement. Hardware and software inventory can be updated on a regular basis and you can perform an array of functions like installing, uninstalling applications, remote desktop management and disk clean up. Mobile apps for iOS and Android allow for remote access for all capabilities.

#### BOSSDesk Asset Management Benefits

##### Improve Visibility and Control of All Assets

Tracking all assets dynamically across multiple domains and locations can significantly reduce cost and improve visibility and control.

##### Improved Efficiency through Remote Desktop Management

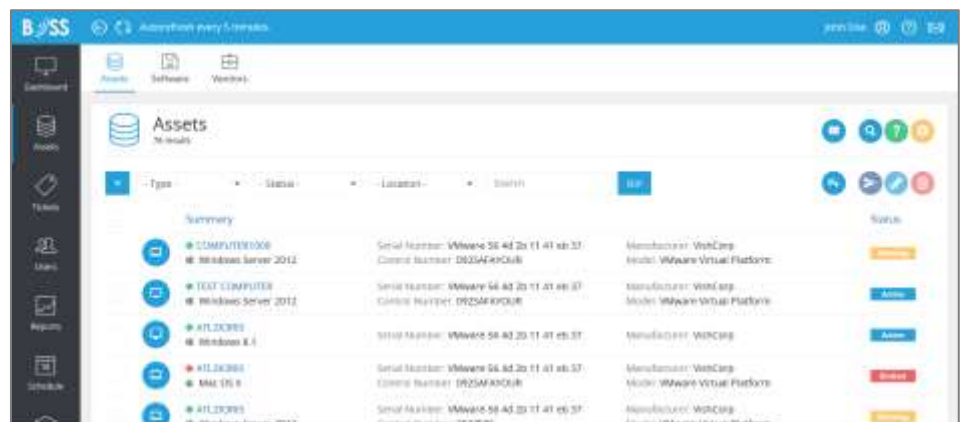
Agentless non-intrusive tools provide immediate intelligence. Technicians can remotely access and resolve issues in real time thereby reducing downtime and improving efficiency.

##### Manage Software Inventory and Ensure Compliance

Know when any updates are required and automatically remove unauthorized software. Manage software inventory to ensure compliance and reduce risk.

#### ASSET MANAGEMENT DATABASE

The Asset Management database stores configuration records throughout their lifecycle. In addition to computers the database can include printers, projectors, cameras, or medical equipment. Detailed asset information such as the owner of the asset, its location, purchase details, manufacturer, warranty and a history of any issues, are all captured and stored in the database. Advanced Search allows the user to apply various filters to locate specific assets in the database.



#### 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. You can collect complete hardware information such as memory, hard disk space, display and a lot more. You have the flexibility to create any type of custom asset or field you might require from IT peripherals to phones. Hardware reports for ready reference, and aging reports help in planning for equipment replacement.

## BOSS Support Central Features

### INCIDENT MANAGEMENT



Comprehensive ticket management solution for managing incidents

### PROBLEM MANAGEMENT



Find the root causes and prevent problems from impacting business

### CHANGE MANAGEMENT



Understand and minimize risks of changes to the IT environment

### ASSET MANAGEMENT



Manage all types of assets across the service lifecycle

### SERVICE CATALOG



Easy for users to enter requests and for admins to customize

### DASHBOARD & REPORTS



Reporting capability that enables effective service management.

### SELF SERVICE PORTAL



Provides easy access for users to report incidents and request services.

### MOBILE APPS



Technicians can update their work orders and track assets remotely

### CONFIGURATION & TOOLS



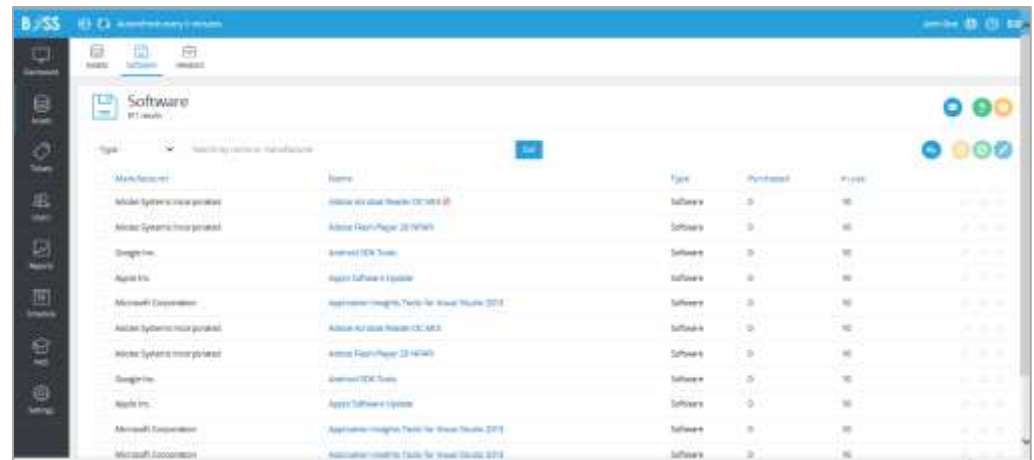
Interface and tools that can provision & manage the IT environment.

## ACTIVE DIRECTORY & AUTO DISCOVERY

Assets can be imported into BOSS Support Central in three different ways. They can be imported via Microsoft's Active Directory which in addition to the initial import allows new assets to be included as they are added to the system. They can also be imported via a CSV file or scanned individually via the mobile application. Auto Discovery of printers and network devices that use the SNMP protocol is also supported.

## SOFTWARE INVENTORY

Using Microsoft Windows WMI, in addition to capturing all hardware information, BOSS Support Central can also capture all software information on all computers in the system including operating system, version, service packs, manufacturer and directory. The system can display a report of all software installed on all computers in the system and identify which computers are running unauthorized software for taking remedial action.



Manufacturer	Name	Type	Platform	Version
Microsoft Corporation	Microsoft Visual Studio 2010	Software	32	10
Microsoft Corporation	Microsoft Visual Studio 2010	Software	32	10
Microsoft Corporation	Microsoft Visual Studio 2010	Software	32	10
Microsoft Corporation	Microsoft Visual Studio 2010	Software	32	10
Microsoft Corporation	Microsoft Visual Studio 2010	Software	32	10
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Microsoft Corporation	Microsoft Visual Studio 2010	Software	32	10

## VENDOR MANAGEMENT

Vendor information and profiles can also be entered and displayed for easy access. This capability allows for informed purchasing decisions and improved quality of IT service.

## LIFE CYCLE MANAGEMENT

Asset Life-Cycle Management keeps you informed in each of the stages of the life cycle of your assets. With this information you can make better purchasing decisions by looking at the resources available and their life-cycle stages. Know if an asset should be reused or reassigned, moved, loaned or decommissioned. If an asset is due to be retired or expire, new orders can be placed based on inventory levels. With this capability know the Total Cost of Ownership of your assets, make informed purchasing decisions and provide quality IT service.

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