



Take On-Premise IT Service Management to a New Level

BOSS Support Central Benefits

Easy to Use

Innovative award winning user-friendly interface for total control

Cost Effective

The most affordable ITSM software in the industry with minimal training and support costs

Highly Secure

The system is on premise and located behind your firewall

Comprehensive Reporting

Provides the necessary tools and metrics to meet business objectives

Easy to Upgrade

Customers can easily upgrade to the latest release

BOSS Support Central

BOSS Support Central is ITIL aligned and takes On-Premise IT Service Management to a new level and lets you manage, track and take control of your IT environment

Incident Management

Comprehensive ticket management for managing the lifecycle of all incidents

Asset Management

Total visibility and control to manage all types of assets across the service lifecycle

Change Management

Understand and work to minimize risks of changes to the IT environment

Problem Management

Find the root cause of multiple incidents and prevent problems from impacting business

Service Catalog

Enables employees to easily enter requests and administrators can easily customize

Mobile Apps

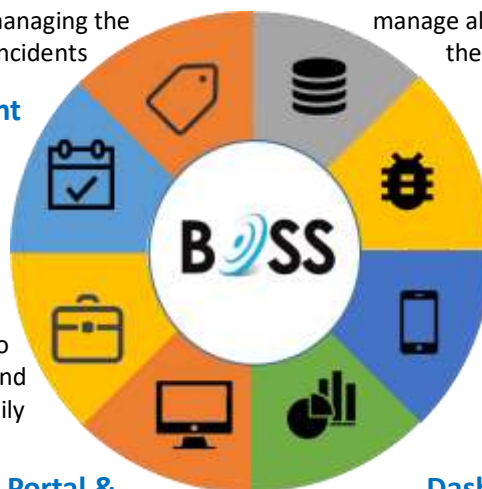
Saves time and costs by allowing technicians to update their work orders & track assets remotely

Self Service Portal & Knowledge Base

Provides easy access for users to report incidents and request services

Dashboard & Reporting

Comprehensive capability that enables effective service management



BOSS Support Central

On-Premise Service Management



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.

More Features and Capabilities

POWERFUL ROUTING ENGINE

For implementing workflows and enables tickets to be automatically assigned to the appropriate technicians or teams based on need.

MAILBOXES (EMAIL to TICKET)

The Mailboxes or Email to Ticket allows users who want to send an email with an issue rather than entering it manually.

SCHEDULER

Schedule routine maintenance and tasks to automatically create & issue tickets.

SERVICE LEVEL AGREEMENT (SLA) MANAGEMENT

Optimize performance by defining routing rules, prioritizing escalations and response timeframes

EMAIL NOTIFICATIONS

Automatic email notifications can be specified for any changes to tickets in the system.

ACTIVE DIRECTORY & AUTO DISCOVERY

Assets can be imported into BOSS Support Central in several different ways

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

SOFTWARE INVENTORY

Using Microsoft Windows WMI, BOSS Support Central can also capture all software information on all computers in the system

REMOTE TOOLS

Distribute, Install, update and uninstall software applications remotely and well as automatically

SELF SERVICE PORTAL WITH KNOWLEDGE BASE & CUSTOM FORMS

Easy to use, state of the art portal that helps users manage incidents, service requests and access vital information.

CUSTOMIZABLE DASHBOARD & WIDGETS

The Dashboard is customizable for each technician and are displayed on log in

USER SATISFACTION SURVEYS

Satisfaction Surveys can be created and sent to users at specified intervals to determine the quality of the services provided.



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