

BOSSDesk – Configuration & Tools

ITIL Service Management on the Cloud



BOSSDesk Configuration & Tools

BOSSDesk is hosted securely in the Amazon cloud and can automatically scale as needed. BOSSDesk has been developed on an open source platform with a multi-tenant architecture. Each instance is secure and accessible only to those provisioned with credentials to that instance. Users can access the application through commonly available browsers with uptime commitment of 99.95%. No hardware or software is required to use BOSSDesk other than the low footprint site agent that needs to run in your environment with the right access privileges to capture hardware/software information via Automatic Discovery provisioning. Minimal training is required.

BOSSDesk Configuration & Tools Benefits

Support Cost Are Reduced As Minimal Training Is Required

The system has an intuitive user interface and is easy to configure thereby minimizing training and support costs

Maintenance Can Be Scheduled to Minimize Service Costs

Future events and planned maintenance can be scheduled to minimize interruptions and minimize service costs

Integration with Other Applications Provides Support at Lower Cost

Integration with other systems and applications allows for touch free support of all IT Assets which will lower overall support costs

EASE OF CONFIGURATION

BOSSDesk was designed with a modern intuitive user interface that would make it very easy for technicians and admins to be able to configure the system with minimum training. It takes just a few minutes to configure the system using the ergonomically designed configuration screen that incorporates responsive icons. The settings screen presents all the system parameter in a clear and logical layout and the responsive icons make it extremely easy to select any of the screens with a click of a button.



REMOTE TOOLS FOR USER SUPPORT

Remote tools allow the technician to open a connection to a remote computer for troubleshooting problems directly from a CMDB screen. BOSSDesk supports most connections that can run from a command line argument which can be easily established directly from the system. Connections can also be established and displayed using API's.



BOSSDesk 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.

INTEGRATE WITH OTHER APPLICATIONS

BOSSDesk can be integrated with any 3rd party application using the Application Program Interface (API). Customers can either undertake the integration themselves using the documentation provided with the API or can contract with BOSS Professional services to have the work done for them

API Integrations



Bomgar



Dell Warranty Check



HP Warranty Check



TeamViewer



Password Reset

SCHEDULER

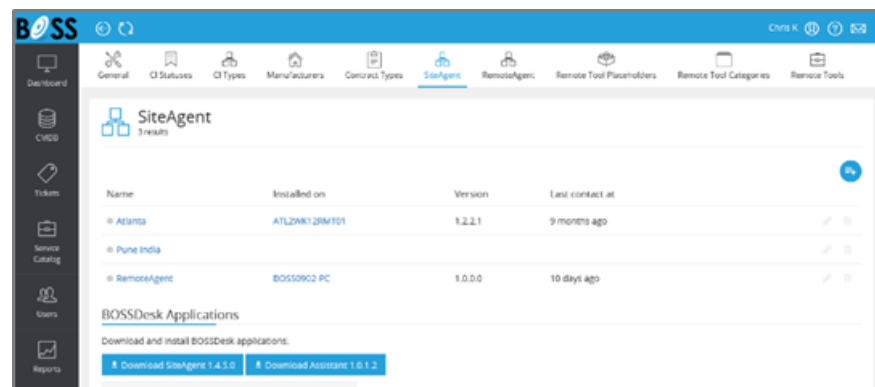
Future events such as planned maintenance can be scheduled daily, weekly or monthly and the system will automatically create tickets and tasks for these events at the appropriate time. Screens are also available to display business hours and holidays to ensure that ticket processing during these times are handled appropriately.

REMOTE AGENT

The BOSSDesk Remote Agent allows you to capture information from computers that are not connected to the network. Install the remote agent to capture information and update the database through the internet.

SITE AGENT

The BOSSDesk Site Agent runs on a customer server and provides all the necessary Active Directory credentials to allow for all Active directory processes, such as Auto Discovery to be accessed and integrated into BOSSDesk. Only one site agent is required for an implementation.



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