

BOSS Support Central – Service Catalog

On Premise IT Service Management



BOSS Support Central Service Catalog

BOSS Support Central Service Catalog is structured in accordance with ITIL guidelines and provides information about all available IT services. The service catalog contains information about two types of IT service: customer-facing services that are visible to the business; and supporting services required by the service provider to deliver customer-facing services.

Service Catalog Benefits

Service Catalogs Can Be Customized To Meet Many Organizational Needs

A Service Catalog is not limited to the provision of IT services and can encompass all shared service groups in the organization such as HR, Finance, Facilities, etc.

Service Catalogs Improve Service Delivery and User Satisfaction

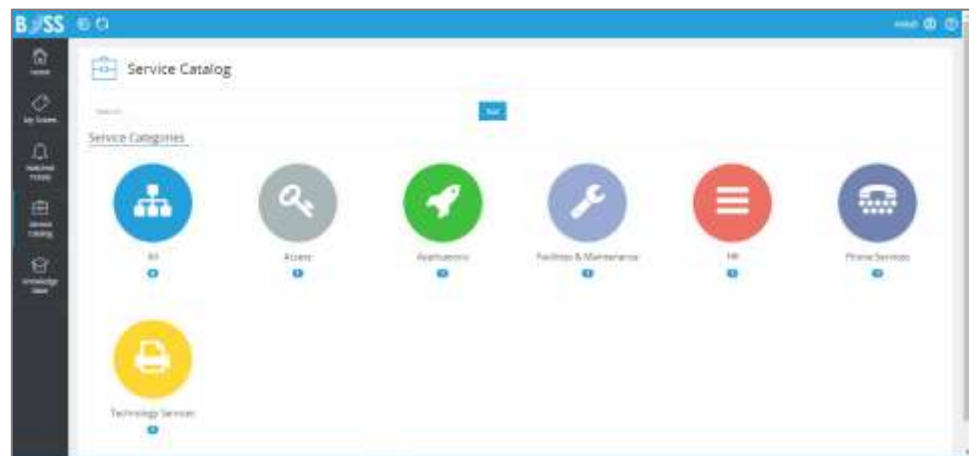
Providing an online Service Catalog is the easiest and most effective way of reducing the time and cost of delivering services while improving the user experience

Easy To Create Custom Forms to Address All Needs

Administrators have the ability to customize the service catalog by creating forms using a drag and drop interface that are both very easy to use and provide limitless options to satisfy all user needs.

MULTIPLE SERVICES ON A SINGLE PORTAL

The Service Catalog makes it very easy for users to launch services requests and access vital information. It speeds up ticket creation and minimizes errors. Our Service Catalog can create fully customizable forms to meet the needs of each category of users. Each user group will be presented the forms that are appropriate and different forms can be presented to different user groups based on their department or Active Directory security group.



SERVICE CATALOG FOR DIFFERENT FUNCTIONS

Service Catalog provides the ability to customize the solution in order to meet many organizational needs. The employee onboarding process can be automated to ensure that new hires get the equipment they need to be productive as soon as possible. Travel and vacation request can be automated to save time. Public service applications requests entered via Citizen Portals can be handled in an optimum manner.



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

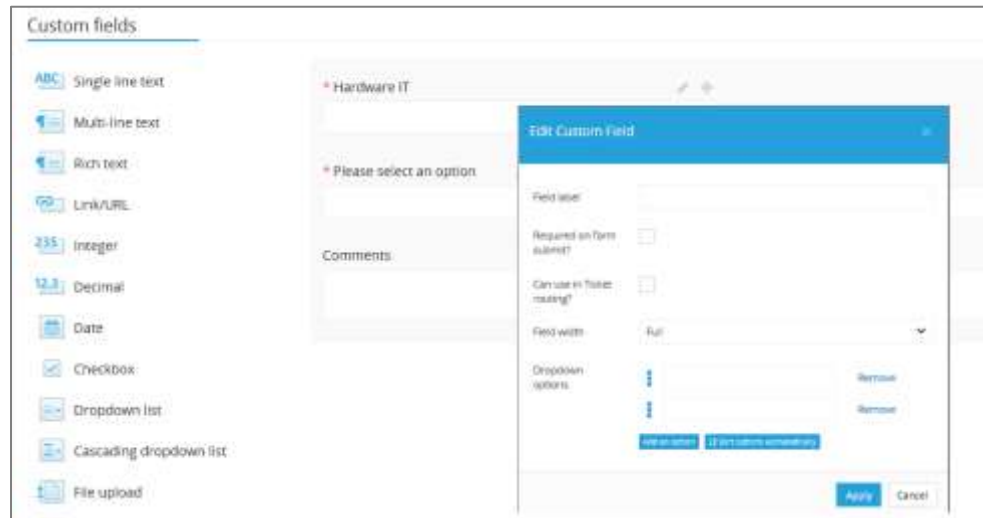
CONFIGURATION & TOOLS



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

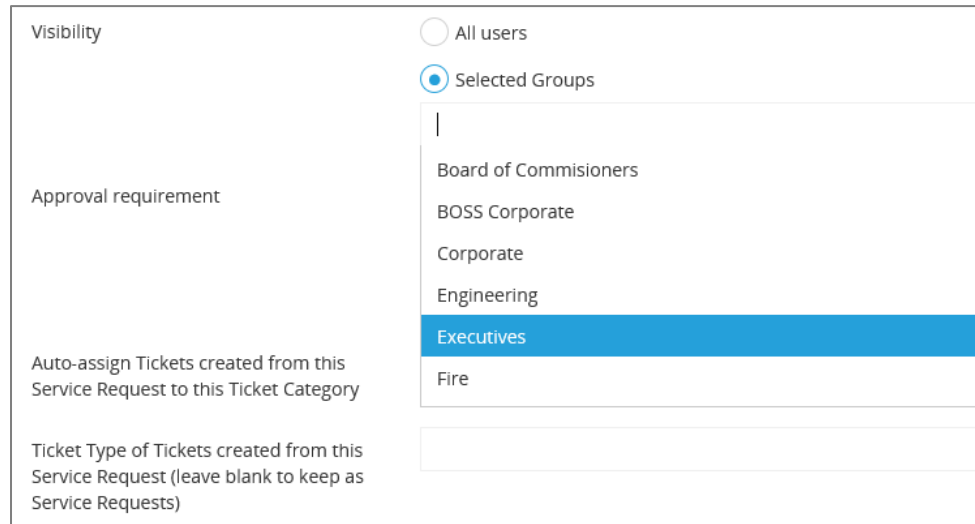
SIMPLE TO USES FORMS DESIGNER

Technicians and Administrators have the ability to customize the service catalog by creating various custom forms via a drag and drop interface that can be fully integrated with routing rules to generate appropriate tasks for all parties. The need to have requests routed for approvals or to approval boards or expenses boards can be selected when creating the custom form.



SECURITY & PRIVACY

Security and privacy is assured since each user group will only be presented the forms that are deemed appropriate for their needs and user permissions and privileges can be set based on their department, class of users or Active Directory security group.



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