



BOSSDesk takes IT Service Management to a new level - affordable, great user experience, wide range of features and excellent customer support

BOSSDesk Benefits

EASE OF USE

Award winning interface for improved user adoption and satisfaction

CUSTOMIZABLE

Centralized management of service request to meet your business needs

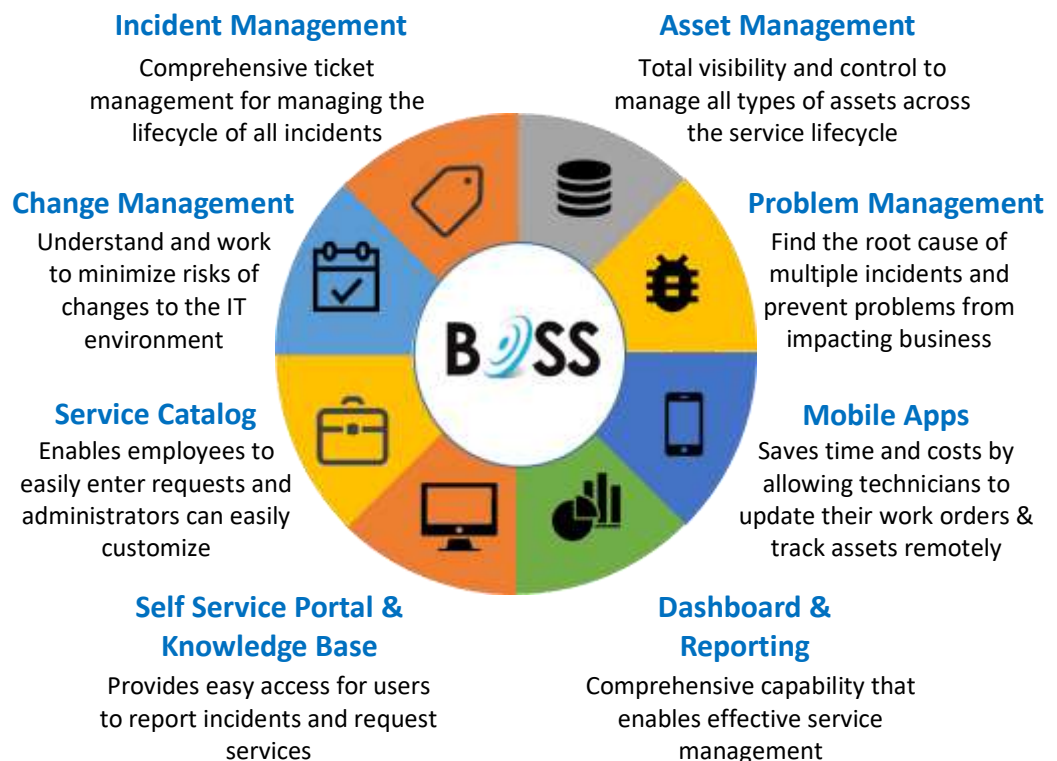
COST EFFECTIVE

Affordable with a low cost of ownership

US BASED SUPPORT

Strongest commitment to customer support in the industry

BOSSDesk Features & Capabilities





BOSS Solutions at a Glance

Company:

- BOSS Solutions is an Atlanta, GA based company in business for the past 25 years serving customers worldwide
- Provides brilliantly simple solutions to meet the needs of customers in IT Service Management (ITSM) and One Call Ticket Management for the Damage Prevention Industry.
- We strive to incorporate best practices in the automation of service management processes
- Focused on meeting industry standards
- Large referenceable customer base
- Strongest commitment to customer support in the industry – all US based

Product Lines:

BOSSDesk

An ITIL Service Desk for the Cloud and On-Premise with an award winning Interface that simplifies IT Service Management and is an affordable way to achieve best practices.

BOSS811

One Call Ticket Management Solution on the Cloud addressing the needs of the damage prevention industry.

More BOSSDesk Features & Capabilities

SERVICE LEVEL AGREEMENT (SLA) MANAGEMENT

Create and manage SLA's. Optimize performance by defining routing rules, prioritizing escalations and response timeframes

CONTRACT MANAGEMENT

Track and manage contracts and licenses. Attach relevant documents and set alerts for contact expiration

SOFTWARE MANAGEMENT

Reduce the risk, cost and complexity associated with software asset and licensing

PURCHASE MANAGEMENT

Track and manage purchase and assets by automating your purchase workflow.

DEPLOYMENT

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

POSTBOXES (EMAIL TO TICKET)

Automatically send emails to users and technicians related to ticket activities.

REPORTING

Get access to standard reports or easily customize them to suite your needs.

SELF SERVICE PORTAL

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

SCHEDULER

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

AUTOMATIC DISCOVERY

Agentless and non-intrusive discovery tools provide detailed inventory



For more information visit:

www.boss-solutions.com