

The ITIL Service Desk with an award winning Interface that simplifies IT Service Management and is an affordable way to achieve best practices

BOSSDesk Benefits

Self Service Portal

Drives down service costs by allowing users to find and resolve issues before creating a ticket

Powerful CMDB

Asset Management for Hardware, Software, Contracts, Vendors, Purchase Orders and more

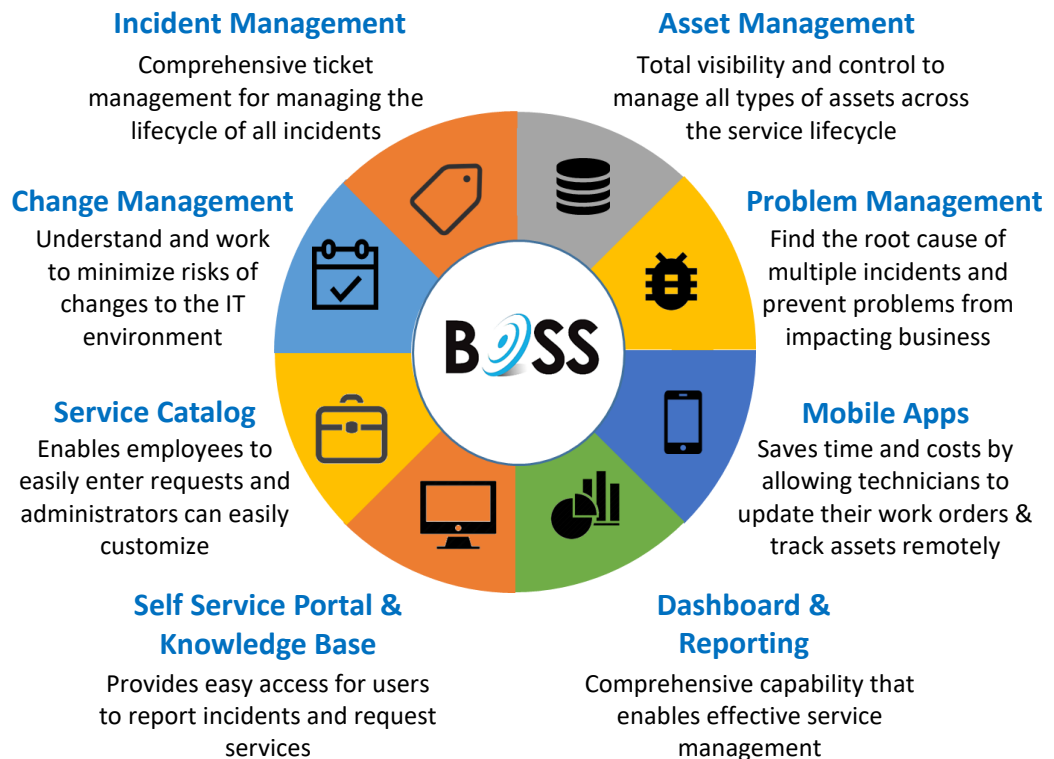
Service Catalog

Efficient selection and routing of customizable forms for user requests based on SLA's

Highly Secure

Hosted and managed within secure U.S. data centers and accessible 24x7, Knowledge base, Mobile Apps and more

BOSSDesk Features & Capabilities





BOSS Solutions at a Glance

Company:

- Over 20 years experience in service management
- Developed a range of innovative software solutions
- Products address both on premise and cloud based solutions
- Agile and adaptable to market needs
- Focused on meeting industry standards
- Large referenceable customer base
- Excellent customer support

Product Lines:

BOSS Support Central

The new BOSS Support Central takes On-Premise IT Service Management to a new level that lets you manage, track and keep control of your IT environment.

BOSSDesk

An ITIL Service Desk on the cloud 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