

An Integrated System that addresses multiple ITIL areas creating a systematic workflow that is easy to adopt

BOSSDesk Benefits

Always On

No downtime. Assessable 24/7. Issue resolution is fast with easy access around the clock

Reduced Cost

Pay only for what you need. Reduce costs of installing & maintaining infrastructure

Access from Anywhere

The service is hosted on the cloud and assessable over the internet.

Security

Highly secure. The physical infrastructure is hosted and managed within secure data Centers

BOSSDesk ITIL Compatible Features





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
- Customer is King - Excellent customer support

Product Lines:

BOSS Support Central

Service Management On-Premise Solution within Your Firewall. The most cost effective solution in the industry

BOSSDesk

Service Management on the Cloud that addresses multiple ITIL areas creating a systematic workflow that is easy to adopt.

BOSS811

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

BOSSDesk ITIL Capabilities

SLA Management

Create and manage SLA's. Optimize performance by defining routing and escalation rules

Contract Management

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

Software Management

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

Release Management

Manage, plan, schedule and control your software build through different stages and environments.

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

Other BOSSDesk Features

Email2Ticket

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

Reporting

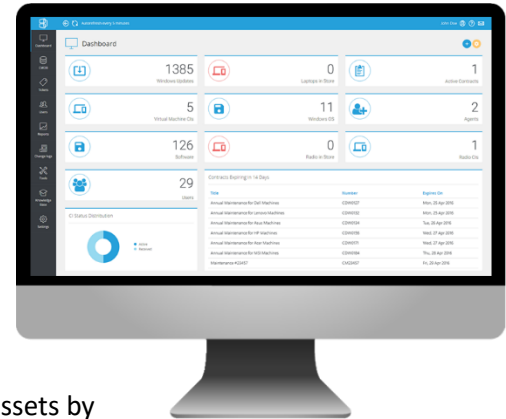
Get access to standard reports or easily customize them to suite your needs.

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.



For more information visit:

www.boss-solutions.com