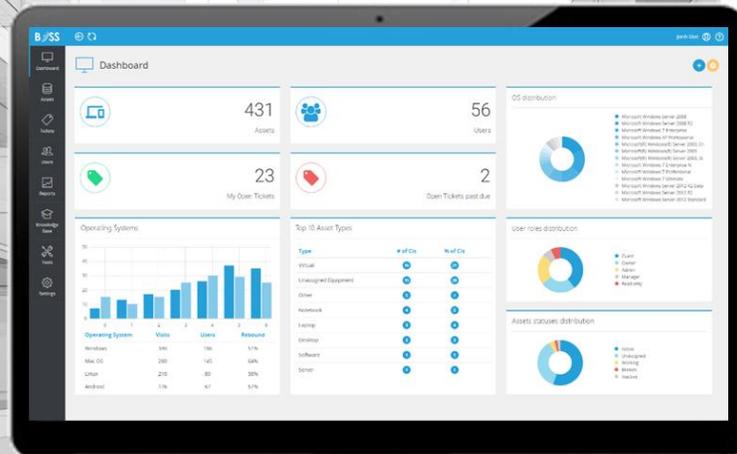# BOSS Support Central
On-Premise Service Management

Take On-Premise IT Service Management to a New Level

BOSS Support Central Benefits

Easy to Use

Innovative award winning user-friendly interface for total control

Cost Effective

The most affordable ITSM software in the industry with minimal training and support costs

Highly Secure

The system is on premise and located behind your firewall

Comprehensive Reporting

Provides the necessary tools and metrics to meet business objectives

Easy to Upgrade

Customers can easily upgrade to the latest release

BOSS Support Central

The new BOSS Support Central is ITIL aligned and takes On-Premise IT Service Management to a new level and lets you manage, track and take control of your IT environment

Help Desk Ticket Management
Comprehensive ticket management solution for managing the lifecycle of all incidents

Mobile Apps
Saves time and costs by allowing technicians to update work orders and track assets

Dashboard & Reporting
Customizable reports proving the required asset information needed for reporting, budgeting & IT projects
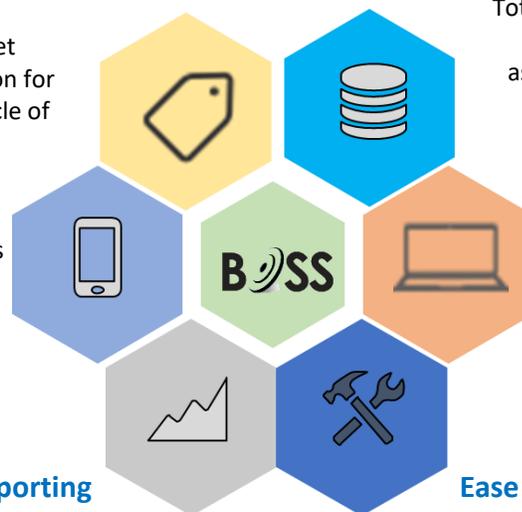
Asset Management
Total visibility and control to manage all types of assets across the service lifecycle

Service Catalog
Enables employees to easily enter requests and administrators can easily customize

Ease of Configuration & Management
Interface and tools that can provision, track, manage the IT environment

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

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

BOSS Support Central – Some Features & Capabilities

POWERFUL ROUTING ENGINE
For implementing workflows and enables tickets to be automatically assigned to the appropriate technicians or teams based on need.

MAILBOXES (EMAIL to TICKET)
The Mailboxes or Email to Ticket allows users who want to send an email with an issue rather than entering it manually.

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

PARENT AND CHILD TICKETS
Allows for tickets with similar problems to be grouped together with parent-child relationships for resolution

SERVICE LEVEL AGREEMENT (SLA) MANAGEMENT
Optimize performance by defining routing rules, prioritizing escalations and response timeframes

EMAIL NOTIFICATIONS
Automatic email notifications can be specified for any changes to tickets in the system.

ACTIVE DIRECTORY & AUTO DISCOVERY
Assets can be imported into BOSS Support Central in several different ways

HARDWARE INVENTORY
Hardware inventory can be collected from computers in your network on-demand at the click of a button or on a scheduled basis

SOFTWARE INVENTORY
Using Microsoft Windows WMI, BOSS Support Central can also capture all software information on all commuters in the system
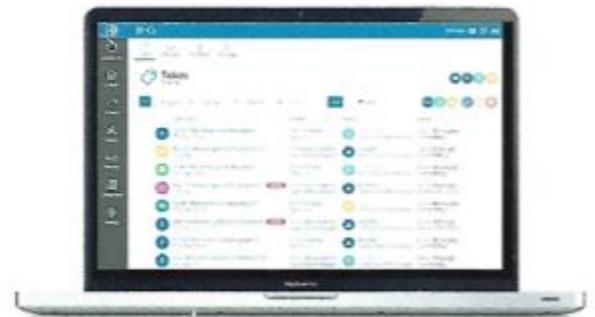
REMOTE TOOLS
Distribute, Install, update and uninstall software applications remotely and well as automatically

SELF SERVICE PORTAL WITH KNOWLEDGE BASE & CUSTOM FORMS
Easy to use, state of the art portal that helps users manage incidents, service requests and access vital information.

CUSTOMIZABLE DASHBOARD & WIDGETS
The Dashboard is customizable for each technician and are displayed on log in

www.boss-solutions.com