

BOSSDesk

Service Management on
the Cloud and On-Premise

BOSS

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

What Our Users Say

BOSS is not just one of our vendors but a partner to our success. This is evident from the quality of the support we receive from BOSS. For any issues we face, we get an immediate response from their support team and they work closely with us until the issue is resolved. It makes us feel as if we are their only customer.

North Carolina Dept. of Agriculture and Consumer Services

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

Incident Management

Comprehensive ticket management for managing the lifecycle of all incidents

Asset Management

Total visibility and control to manage all types of assets across the service lifecycle

Change Management

Understand and work to minimize risks of changes to the IT environment

Problem Management

Find the root cause of multiple incidents and prevent problems from impacting business

Service Catalog

Enables employees to easily enter requests and administrators can easily customize

Mobile Apps

Saves time and costs by allowing technicians to update their work orders & track assets remotely

Self Service Portal & Knowledge Base

Provides easy access for users to report incidents and request services

Dashboard & Reporting

Comprehensive capability that enables effective service management



For more information visit:

www.boss-solutions.com

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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:

BOSSDesk

An ITIL Service Desk for both 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

"Awesome product and support team for automating and streamlining your service desk." – Forsyth County, NC

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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 contract expiration

▶ SOFTWARE MANAGEMENT

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

▶ DEPLOYMENT

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

▶ PURCHASE MANAGEMENT

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

▶ 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

