

TOOLS TO TURN YOUR SUPPORT TEAM IN TO CASE CLOSING NINJAS!

IN 15 MINUTES OR LESS



CHALLENGES

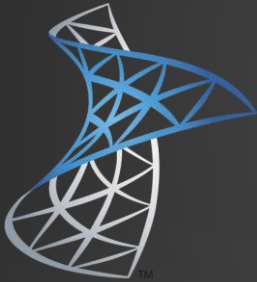
- What you need, when you need it.
- Simple to learn and use.
- Secure.



WHAT TOOLS DO YOU USE?



Patch Management



SCCM



PowerShell



Remote Management Tools



AD Users and Computers



Package Deployment

SECURITY AND COMPLIANCE

ESSENTIAL EIGHT

- Restrict administrative privileges to operating systems and applications based on user duties.
- Patch Operating Systems.
Deploying 'Extreme Risk' vulnerability patches to all computers with within 48 hours



SECURITY AND COMPLIANCE

ISO 27001

- Organisation of Information Security
- Access Control
- Operations Security
- Human Resource Security



LET'S SWING OVER TO A DEMO



Filter navigator

Incidents **New** Go to Number

1 to 8 of 8

★

- Self-Service
- Cireson Remote Support
- Service Desk
- Callers
- Incidents
- Knowledge
- My Work
- My Groups Work
- My Approvals
- ▼ SLAs
- My Work
- My Groups Work
- Incident
- Problem
- Change
- Configuration

All > Active = true




<input type="checkbox"/>		Number	Opened	Short description	Caller	Priority	State	Category	Assignment
<input type="checkbox"/>		INC0010028	2019-06-17 12:50:30 PM	Account Locked Out	Amy Alberts	5 - Planning	New	Inquiry / Help	(empty)
<input type="checkbox"/>		INC0010019	2019-05-20 09:39:23 AM	Account is locked out	Sean Chai	5 - Planning	New	Inquiry / Help	Service Desk S
<input type="checkbox"/>		INC0010018	2019-05-20 09:37:43 AM	Unable to VPN	Trey Pratt	5 - Planning	New	Network	Service Desk S
<input type="checkbox"/>		INC0010017	2019-05-20 09:36:20 AM	Monitor screen appears fuzzy	Molly Clark	5 - Planning	New	Hardware	Desktop Supp
<input type="checkbox"/>		INC0010016	2019-05-20 09:34:12 AM	Not receiving email from a specific vendor	Euan Garden	5 - Planning	New	Software	Desktop Supp
<input type="checkbox"/>		INC0010015	2019-05-20 09:32:40 AM	Issues with Word Macro	Alan Steiner	5 - Planning	New	Inquiry / Help	Desktop Supp
<input type="checkbox"/>		INC0010011	2019-05-01 01:34:15 PM	PC is running slow	Greg Winston	5 - Planning	New	Inquiry / Help	Service Desk S
<input type="checkbox"/>		INC0010009	2019-05-01 12:17:54 PM	Laptop is running extremely slow	Greg Winston	5 - Planning	New	Inquiry / Help	Service Desk S

Actions on selected rows...

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KEEP IN TOUCH

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