



GSX 360

Streamline & Structure Standard Service Requests

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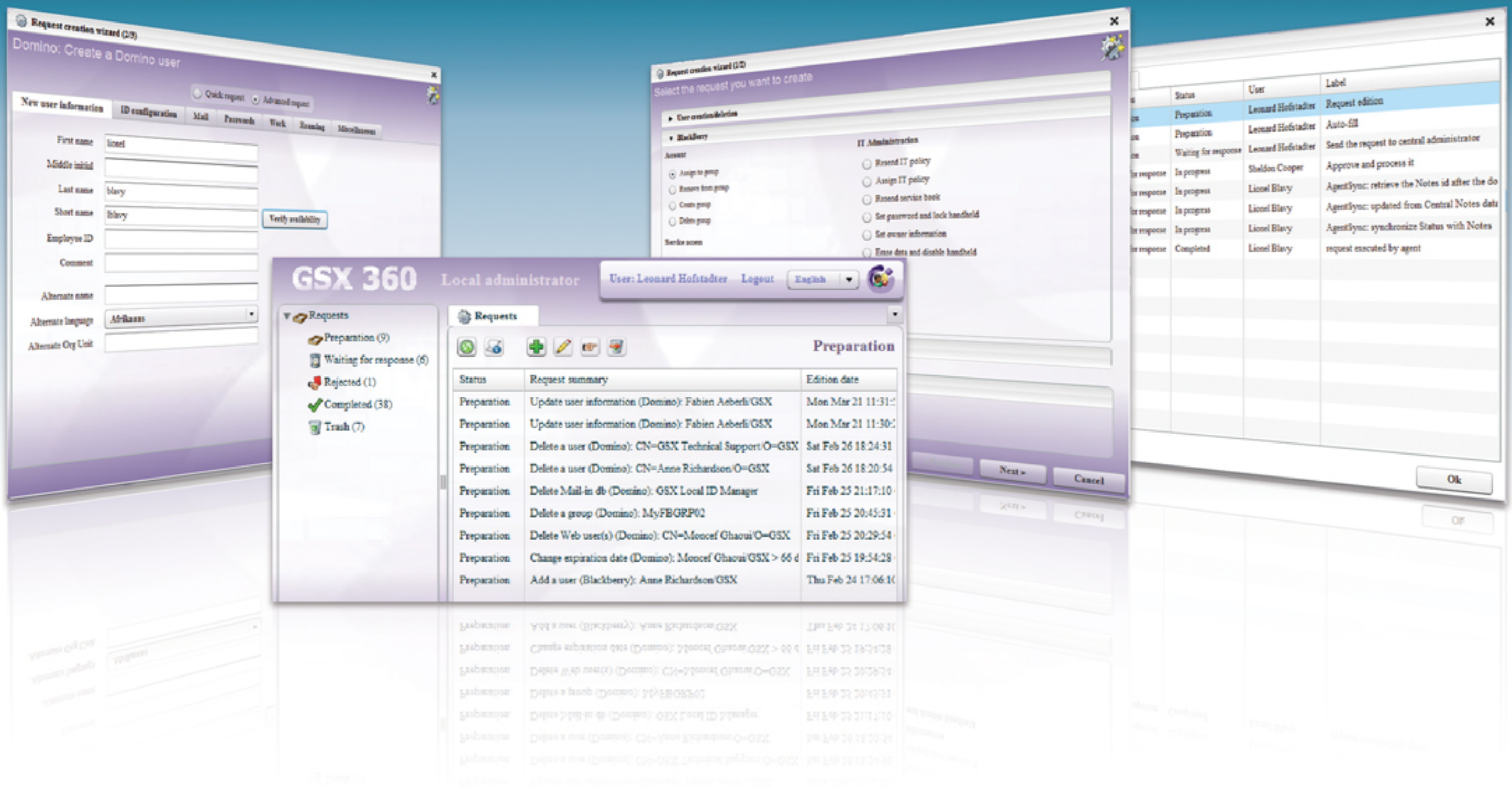
Lotus Software / Blackberry Enterprise Server

Administrators are responsible for a variety of repetitive, operational tasks that are critical to the successful operation of the company's collaborative environment. Often these tasks are perceived as routine and basic, but even a slight error can have serious consequences for customer satisfaction and productivity.

GSX 360 is a solution designed to streamline all of the standard service requests associated with the administration of Lotus Domino and Blackberry Enterprise Server environments. Many tasks such as creating new users, deleting users, creating a mail-in database, and wiping BES devices, require the same steps every time, and because these tasks are structured and repetitive, they can be streamlined.

GSX 360 allows administrators to configure a customized template for each task with pre-configured content such as the home server, cluster server, access controls, and so on. These customized templates ensure that service requests are performed quickly, securely, and consistently every time. Tasks can also be delegated to the service desk without providing administrative access.

- ✓ **Eliminate errors** by creating templates with pre-configured content
- ✓ **Delegate** standard service requests while maintaining administrative control
- ✓ **Measure and track** the volume and completion time of requests by time period



Simple to use

Creating a service request in **GSX 360** is as simple as filling in a form and saving it. The same easy-to-use, wizard-based interface is used to create both Lotus Domino and BES service requests. The wizard guides the user through each step of the process and ensures that all the required information is entered.

Secure and Efficient

GSX 360 enables administrators to delegate standard service requests while still maintaining administrative control. Administrators can create a customized workflow for each service request to ensure that the same steps are carried out consistently and accurately every time. New requests can be approved or denied by an authorized user.

In addition, **GSX 360** has a number of built-in security features. For example, an authentication feature prevents unauthorized access to the servers; passwords for new accounts are randomly generated to a customized length; IDs and passwords are archived in separate, encrypted databases.

Automatic Tracking and Metrics

GSX 360 automatically tracks and archives all the activity for each service request. Users can easily access the history of a particular service request, while managers can analyze the statistics on request resolution and service delivery.



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For more information:

For more information on GSX, visit www.gsx.com, where our resource center contains FAQs, Case Studies, Podcasts, White Papers, and Webinars.

You can also download a fully functional, 30 day evaluation copy of GSX Monitor, Server Guard, and GSX 360.