



# **SysAid<sup>TM</sup> Product Description**

September 2006



# SysAid™ Product Description

## IT Challenges

As the ratio of computers to IT staff grows, so does the visibility of the IT department in organizations. Efficiency and responsiveness has become crucial. Maintaining short time to repair for local and remote users alike, maximizing system up-time, consistently demonstrating the highest level of service: these challenges have become mission-critical for IT.

At the same time, resource consumption has driven many companies to cut IT budgets, and keep a close watch on hardware and software expenditures. It is imperative for IT to maintain a constantly-updated inventory of both hardware components and software licenses for all computers. Up to now, this challenge has required significant resource commitment, manual gathering and updating of system information, and even manual data entry into the IT inventory system.

## SysAid Solutions

### How will SysAid benefit your organization?

- \* Improved Service Quality – With SysAid, IT can respond faster to service requests. This means not only resource savings, but also increased end-user satisfaction.
- \* Increased Productivity – SysAid raises IT productivity and overall system availability by cutting down time spent on administration maintenance.
- \* Tighter asset control – Using SysAid, you can control and view the details of all assets under IT responsibility. Make sure software is licensed, hardware is updated, etc.
- \* Lower costs – SysAid enforces a professional methodology.

### How is SysAid different from other help desk software?

- \* SysAid is built specifically for IT management. It can better meet the demands of organizations seeking internal help desk.
- \* SysAid is the only IT software to offer full communication abilities.
- \* SysAid not only lets users send Email, SMS, and instant messages to one another—it can even contact them itself, automatically. Time-consuming phone calls are replaced with modern, efficient communication.
- \* SysAid offers minimal setup and maintenance time. Available as either an installed solution or an online hosted solution, SysAid provides record-speed implementation and integration.
- \* SysAid works on multiple platform environments, such as Windows and Linux.



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- \* SysAid offers an all-in-one solution. A single interface provides help desk, remote control, asset management, IT activity analysis tools, and more.
- \* Fit for technical and non-technical users, SysAid is intuitive and easy to use.

## SysAid Features

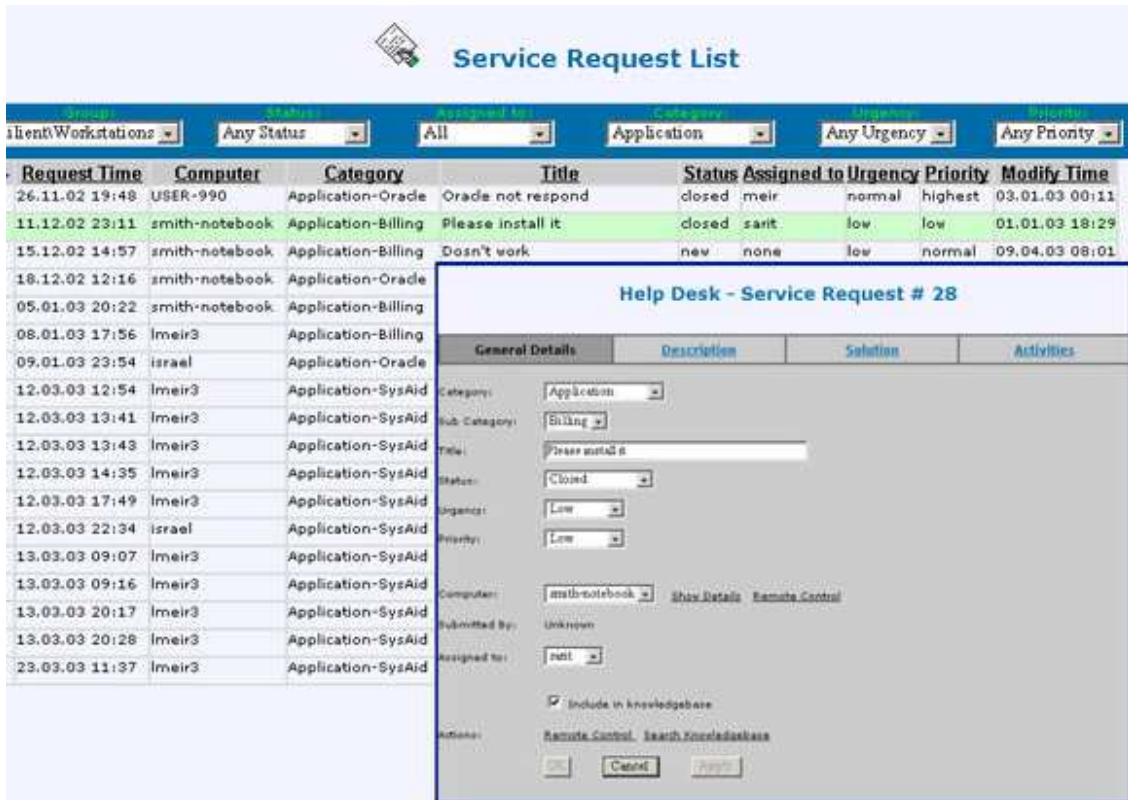
### A. Installation and Implementation

- \* Fully web-based solution requires no installation and integration.
- \* Available in full ASP solution model with zero technical overhead, or convenient in-house model.
- \* Installation on all machines via lightweight agent download – by means of three options:
  - o Manual installation
  - o Automatic deployment using built-in deployment tool
  - o Automatic installation by adding the installation to login script for Windows 9x or UNIX machines.
- \* Low system resource usage.
- \* Agent allows submission of service requests, automatically submits changes in computer inventory, and sends events from computer log to **SysAid**.
- \* Agent also serves as remote control component.
- \* End user information gathered automatically by agents and with end user input – no IT resource commitment for data entry.

### B. Help Desk Administration

- \* Service requests are directed promptly from the end user computer to IT department with a single keystroke.
- \* Automatic routing of service requests according to pre-defined parameters and priority.
- \* Automatic logging of all service requests and corrective actions until final remedy.
- \* Automatic notifications to **SysAid** administrators, based on customizable rules. Rules may be applied on the computer and group level, and also prioritized.
- \* Customizable help desk interface allows sorting of service requests by type, preferences and severity.
- \* Option for multiple system administrators, each of whom can view his/her own service requests, or even other users' requests, if nominated as a supervisor.
- \* Administrators can get a snapshot of department activity using customizable Help Desk Matrix.

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**Service Request List**

Request Time	Computer	Category	Title	Status	Assigned to	Urgency	Priority	Modify Time
26.11.02 19:48	USER-990	Application-Oracle	Oracle not respond	closed	meir	normal	highest	03.01.03 00:11
11.12.02 23:11	smith-notebook	Application-Billing	Please install it	closed	sarit	low	low	01.01.03 18:29
15.12.02 14:57	smith-notebook	Application-Billing	Doesn't work	new	none	low	normal	09.04.03 08:01
18.12.02 12:16	smith-notebook	Application-Oracle						
05.01.03 20:22	smith-notebook	Application-Billing						
08.01.03 17:56	Imeir3	Application-Billing						
09.01.03 23:54	israel	Application-Oracle						
12.03.03 12:54	Imeir3	Application-SysAid						
12.03.03 13:41	Imeir3	Application-SysAid						
12.03.03 13:43	Imeir3	Application-SysAid						
12.03.03 14:35	Imeir3	Application-SysAid						
12.03.03 17:49	Imeir3	Application-SysAid						
12.03.03 22:34	israel	Application-SysAid						
13.03.03 09:07	Imeir3	Application-SysAid						
13.03.03 09:16	Imeir3	Application-SysAid						
13.03.03 20:17	Imeir3	Application-SysAid						
13.03.03 20:28	Imeir3	Application-SysAid						
23.03.03 11:37	Imeir3	Application-SysAid						

**Help Desk - Service Request # 28**

General Details	Description	Solution	Activities
Category: <input type="text" value="Applications"/> Sub-Category: <input type="text" value="Billing"/> Title: <input type="text" value="Please install it"/> Status: <input type="text" value="Closed"/> Urgency: <input type="text" value="Low"/> Priority: <input type="text" value="Low"/> Computer: <input type="text" value="smith-notebook"/> <a href="#">Show Details</a> <a href="#">Remote Control</a> Submitted by: Unknown Assigned to: <input type="text" value="nati"/> <input checked="" type="checkbox"/> Include in knowledgebase Actions: <a href="#">Remote Control</a> <a href="#">Search Knowledgebase</a> <input type="button" value="OK"/> <input type="button" value="Cancel"/> <input type="button" value="Print"/>			

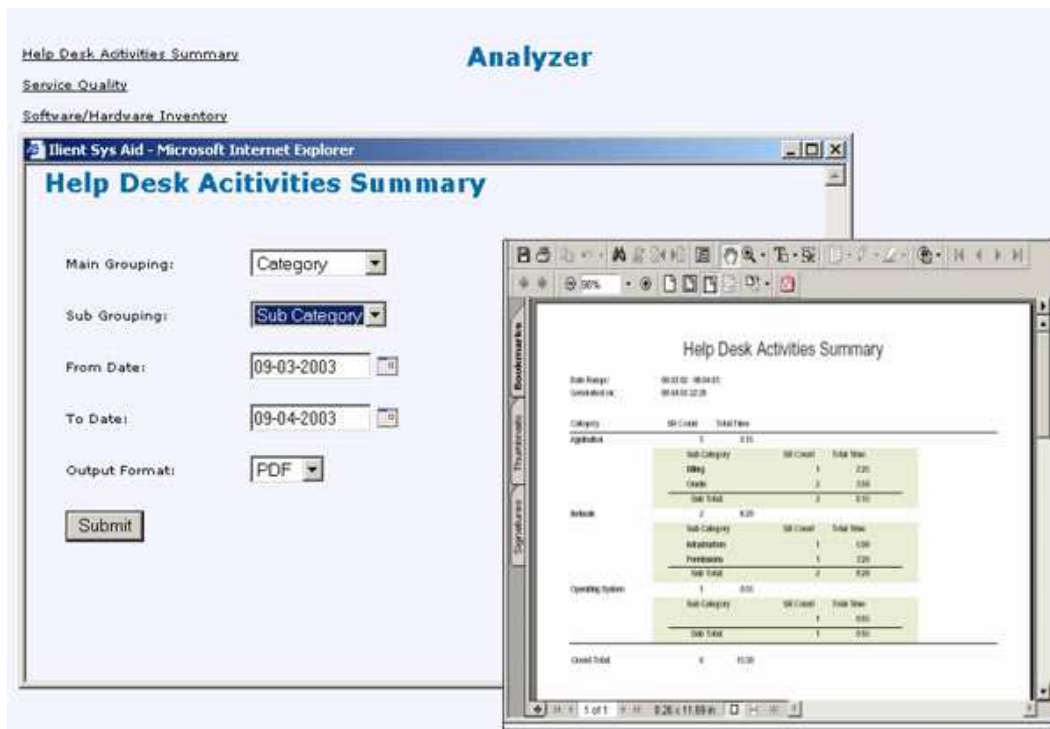
## C. Asset Control & Management

- \* All machines, including servers, monitored constantly for hardware and software changes.
- \* Automatic, scheduled scanning of all machines for changes, plus option to update component changes manually as necessary.
- \* All reported changes saved in permanent "computer record," which contains hardware/software and service history.

## D. Reports and Analysis

- \* Extensive reporting capabilities to monitor system data and analyze costs.
- \* Log files keep records of calls to support detailed reporting capabilities, including time spent on each call
- \* Large selection of pre-defined reports on service and assets, and creation of tailored reports on demand.

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## **E. Tasks and Projects (Can be ordered only by users of the full version of SysAid)**

- \* Listing and monitoring of various tasks and projects
- \* Tracking progress, times and activities, as well as generating relevant reports
- \* Gantt available for a viewing the progress of projects
- \* Assigning tasks or projects to specific administrators

## **F. Security**

- \* All communications safeguarded with "military strength" encryption technology - 128bit SSL, TLSv1.
- \* Access to system by username/password only.
- \* Access to all machines strictly controlled.
- \* All user and service data stored in central, secure database.

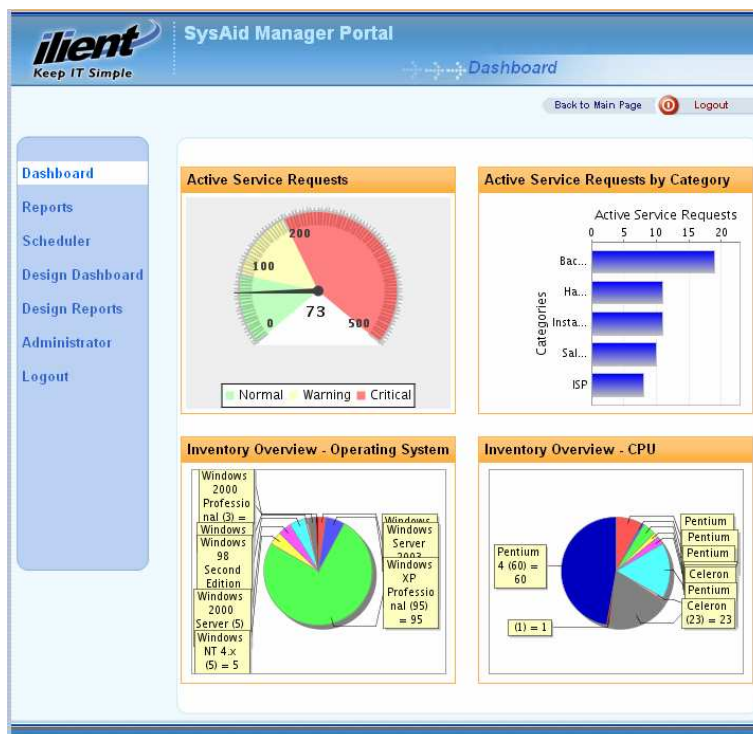
## **G. Remote Control**

- \* Anywhere to anywhere access via secure web connection.
- \* Full IT control of remote computer.
- \* Communication with remote user via SMS, IM, or Email.
- \* Access to computers and other machines are granted for users working from home or using a remote machine.

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## H. Manager Portal (available only in the full version)

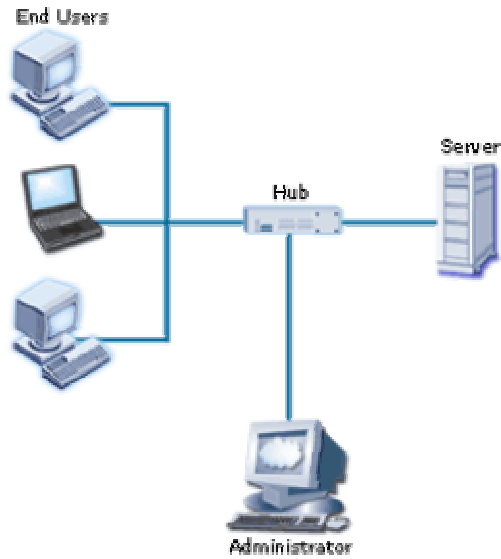
- \* An immediate and customizable overview of the state of affairs in your organization is provided by four selected charts in the dashboard
- \* Automatic scheduling for a wide selection of reports on assets, workflow and service quality
- \* Reports can be automatically sent to any number of users, on a monthly, weekly, or even a daily basis
- \* Reports can be modified to suit the specific needs of your organization
- \* Entirely new reports can be designed and added to the system



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## **SysAid Architecture**

*In house solution:*



*Web based solution:*





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## A. Web Service

Available as either an installed, in-house solution, or on a fully-hosted secure ASP basis, SysAid is implemented as a web service, using an SQL (Oracle, MS SQL Server, or MySQL) database.

In-house, SysAid resides on either a shared or dedicated service, within the corporate firewall. As an ASP solution, the SysAid server resides in Ilient's hardened and fully firewall-secured environment, and is completely compartmentalized, to avoid organizational data overlap or "leakage."

With no client installation required, SysAid is accessed via standard browser – either over the Internet (via secure SSL socket), or via corporate intranet. Communication between SysAid components is via XML-based protocols.

## B. Secure Access for IT Personnel

Each member of the IT team receives a unique username and can manage his/her service tasks from the SysAid web console, and access the SysAid center via browser.

## C. End users and Company Servers

The SysAid end user module (agent) is installed on all company computers (desktops, laptops and servers). This lightweight application:

- \* allows users to submit service requests
- \* sends updates about computer inventory automatically
- \* sends events from the computer logs automatically

## D. Seven Logical Modules

The SysAid system is divided into seven logical modules:

1. Helpdesk Module - tracks service requests, assigns tasks by subject, preferences, or location, and displays all corrective actions taken.
2. Asset Management Module – allows full management and tracking of hardware and software assets. Agents automatically scan all network computers (enduser and server) and record hardware and software inventory in computer file. All changes are automatically recorded and reported.
3. Remote Control Module - provides remote access to all system components via agents installed on all network computers, and allows corrective actions to be taken according to preset rules and preferences. This module also reports any changes in system hardware or software.
4. Communication Module - supports quick transmission of messages between all users via SMS, Email, or IM.



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5. Report & Analysis Modules - issues detailed reports about all hardware and software components, events, and changes executed; provides analysis of system and IT department performance data, and allows pinpointing of bottlenecks; recommends enhancements to boost system performance.
6. Tasks and Projects- lists, tracks and provides information about the progress of various tasks and projects, defined by administrators. Assists in organizing day-to-day operations and in planning future projects. Available only for users of the full SysAid version, and requires a separate license.
7. Manager Portal - provides an overview of various elements in the organization, such as: help desk workload, service quality, or assets management. Allows managers to view and customize charts in the dashboard. Furthermore, an extensive range of useful reports can be scheduled, sent to different users, and modified to suite specific needs. If required, it is also possible to add entirely new reports. Available in the full SysAid version only.

### E. System Requirements

- \* *End users and Servers* - the agent is installed on the computer of the end user. It can be installed on any computer running on Windows 9x, Windows NT, Windows 2000, Windows XP, Linux, or Solaris.
- \* *For in-house web service:* server running Windows NT, Windows 2000, Windows XP, Linux or Solaris; with 256 MB RAM and 2GB of free disk space.
- \* *IT Department Team Members* - any computer running a browser (Internet Explorer version 5+ or Netscape version 6+).
- \* *Communication and Interface*
  - o *ASP Option* - all modules require access to the Internet. Access through firewalls is supported via TCP/IP on port 80 (http) and 443 (https).
  - o *In-House Option* - access to application server via TCP/IP on port 80 (http) and 443 (https).



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## **SysAid Security**

As an ASP product, **SysAid** maintains the highest level of security for all system components.

Agents on enduser computers – both remote and local - communicate with the **SysAid** server via 128-bit SSL-secured channels. The communication is encrypted, so no internal or proprietary information is ever exposed to outside sources.

Similarly, the **SysAid** administration interface is accessible only to authorized users within the client organization, and only qualified Ilient engineers are allowed access to the system database. The **SysAid** server resides in Ilient's hardened and fully firewall-secured environment, and is completely compartmentalized, to avoid organizational data overlap or "leakage."

Ilient has customized the **SysAid** system for in-house operation, and the server integrates easily into an organization's network and security scheme.

**For more information about SysAid, please do not hesitate to contact Ilient. Our expert support team will be happy to assist you.**