

# The Suite

for Microsoft® System Center



## The Suite for Microsoft® System Center

**The Suite** for Microsoft® System Center – Service Manager, a collection of highly acclaimed, partner-built enhancements for Service Manager together in a single, affordable suite. All the capabilities you need. One license. One low price.

**The Suite** provides you with powerful, extended functionality for total management of Microsoft System Center – Service Manager:

**Self Service Portal.** A fast, lightweight, highly customizable self-service web portal that allows any user to submit and manage IT requests from a variety of browsers.

**Analyst Web Console.** Perform common tasks you can ordinarily only accomplish with the Microsoft System Center – Service Manager management console application, using just a web browser.

**IT Asset Management.** Take control of IT costs, increase efficiency and reduce risk with management of hardware and software assets across the entire life cycle, from request to disposal.

**Analytics and Dashboards.** Increase operational effectiveness with insight and visibility into important trends and critical performance measures.

**Data Management.** Greatly speed and simplify the process of getting data into and out of Microsoft System Center – Service Manager, while simultaneously improving the consistency and accuracy of data.

**PowerPack.** A collection of three powerful add-ons accessible from both the Microsoft System Center – Service Manager console and the web-based analyst console. Together they allow work items to be created before selecting a type, at a glance visibility into all work items assigned to the console user, and rapid work item assignment based on pre-defined relationships.

All of this powerful functionality is provided to you under a single, simple, straightforward license. One low purchase price based on the size of your company gives you an organization-wide, perpetual-use license for all of the products included in **The Suite**.

All the components of **The Suite** are integrated and fully interoperable, and you deal directly with one company for sales and support. You get the best of all worlds: A collection of proven best-of-breed products independently developed by the most innovative and inventive third-party developers of solutions for Microsoft System Center – together in a single suite under one simple license – all at an unbeatable price!

**The Suite** and **The Essentials** are brought to you by:

expit

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PROVANCE

## The Essentials

A perfect complement to **The Suite**, this free collection of “must have” utilities adds essential functionality to Microsoft System Center including:

### **Analytics and Dashboards.**

A community edition introducing you to the powerful analytic and dashboard application included with The Suite.

### **Auto-Close.**

Allows you to automatically discover and close various work items in Microsoft System Center Service Manager. Automatic closure occurs every day when the associated workflow runs at midnight in your local time zone.

### **Billable Time.**

Record the amount of time your analysts have worked on Service Requests, Change Requests, Release Records and Manual Activities.

### **Clone User Roles.**

With just a single task, clone an existing Service Manager user role and copy all settings to a new user role.

### **Entity Explorer.**

Browse and get information about the classes, relationships and objects stored in the Service Manager database.

### **PowerForm.**

Lets you start creating a work item and documenting details of a call before you know if it's an Incident or a Service Request.

### **ScsmPx.**

An open source PowerShell module that facilitates automation with Microsoft System Center Service Manager. It includes over 100 complementary commands that are not available out of the box to allow you to do much more with your PowerShell automation efforts.

### **Send Mail.**

Lets analysts send information or ask questions by e-mail about requests they are working on directly from the Microsoft System Center – Service Manager console.

### **SOS Outlook Plugin.**

Create incidents and service requests and check their status directly from Microsoft Outlook. With no database or server components required, you can be operational in less than 5 minutes.

All of these essential utilities are provided **FREE** of charge!