

GSX 360

Secure Management of Standard Service Requests for Lotus Domino and BES

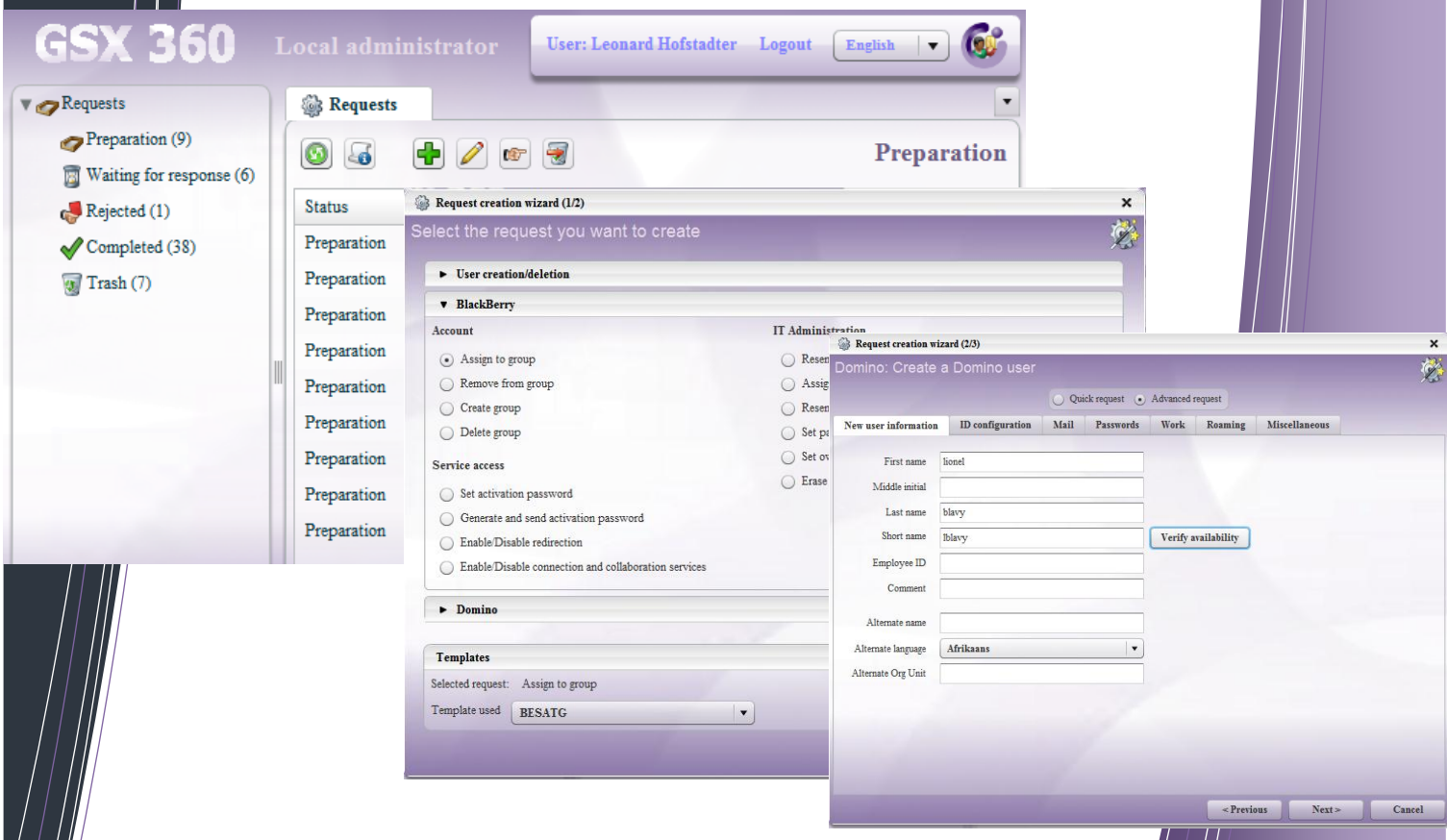
SECURE MANAGEMENT OF STANDARD SERVICE REQUESTS

GSX 360 is a solution that securely streamlines many of the standard tasks associated with your collaborative solutions in Lotus Domino and BlackBerry Enterprise Server environments. Administrators can use **GSX 360** to create a workflow for adding, deleting, and modifying service requests, so that these tasks can be delegated to the service desk, and performed quickly and securely.

- ✓ Streamline repetitive tasks such as creating, deleting, and modifying user accounts
- ✓ Ensure tasks are performed consistently and the same steps are followed every time by setting up profiles for your organization
- ✓ Empower the service desk and achieve a faster resolution time for support requests
- ✓ Provide metrics on the quantity and quality of request delivery using the tracking and logging features for account management
- ✓ Use a single interface to manage multiple environments

THE SOLUTION ARCHITECTURE

- ✓ **GSX 360** uses a web based user interface
- ✓ Creating a request is as simple as filling-in a form, and saving it
- ✓ For Lotus Notes, **GSX 360** uses a Lotus Notes API application to perform all of the complex and sensitive tasks that use certifiers
- ✓ For Lotus Domino, one or more local databases are used to store the new requests
- ✓ All the new requests are collated in a central database, where authorized personnel can approve or deny them
- ✓ For Lotus Notes, an archive database is used to keep track of all requests, IDs, and passwords



GSX 360 Local administrator User: Leonard Hofstadter Logout English

Requests

- Preparation (9)
- Waiting for response (6)
- Rejected (1)
- Completed (38)
- Trash (7)

Request creation wizard (1/2)

Select the request you want to create

- User creation/deletion
- BlackBerry
 - Account
 - Assign to group
 - Remove from group
 - Create group
 - Delete group
 - Service access
 - Set activation password
 - Generate and send activation password
 - Enable/Disable redirection
 - Enable/Disable connection and collaboration services
- Domino

Request creation wizard (2/3)

Domino: Create a Domino user

Quick request Advanced request

New user information ID configuration Mail Passwords Work Roaming Miscellaneous

First name lionel
Middle initial
Last name blavy
Short name blavy
Employee ID
Comment
Alternate name
Alternate language Afrikaans
Alternate Org Unit

< Previous Next > Cancel

LOTUS DOMINO

- ✓ Create and delete users
- ✓ Rename users
- ✓ Recertify user IDs
- ✓ Move users within the hierarchy
- ✓ Move users from one server to another
- ✓ Update user information
- ✓ Create, delete, or rename groups, and assign new users to groups automatically
- ✓ Add and remove members in groups
- ✓ Create, delete, and rename mail-in database entries
- ✓ Manage the validity dates for IDs, before or after expiration
- ✓ Manage accounts for internet users – create non-Notes client records, and assign internet passwords.
- ✓ Create roaming users
- ✓ Automatically populate groups in the Domino Directory when a new user is created
- ✓ Provision a list of new users instantly using **GSX 360's** Import List feature
- ✓ Multiple certifiers, keywords, and validity checks are supported
- ✓ Support multiple requesters in different locations with a single **GSX 360** installation
- ✓ The approval of an authorized user is required before the IDs are created
- ✓ Create user mailboxes automatically along with the Notes ID (clustered servers and default ACL entries are supported)
- ✓ **GSX 360** supports ID Vault

BLACKBERRY ENTERPRISE SERVER

- ✓ Add a new user
- ✓ Remove a user
- ✓ Assign a user to a group
- ✓ Remove a user from a group
- ✓ Create, edit, and delete groups
- ✓ Set activation password
- ✓ Generate and set activation password
- ✓ Enable and disable redirection
- ✓ Enable and disable connection and collaboration service
- ✓ Resend IT Policy
- ✓ Assign IT Policy
- ✓ Resend service book
- ✓ Set password and lock handheld
- ✓ Set owner information
- ✓ Erase data and disable handheld / cancel pending disable handheld

SECURITY IS THE TOP PRIORITY

- ✓ Protect access to the Notes Certifiers – Once **GSX 360** has been configured, no one needs to directly access the Notes Certifiers to manage IDs
- ✓ Manage the Central and the Archive ID databases from a single server
- ✓ Encrypt all mail and databases containing passwords
- ✓ Block access from unauthorized personnel with the authentication feature
- ✓ Use randomly generated passwords with a customized length
- ✓ Optionally send the password for newly created ID files to a different recipient
- ✓ Archive ID files and passwords in separate encrypted databases
- ✓ Create workflows for standard requests ensuring that the same steps are consistently followed every time

SOLUTIONS:



GSX Monitor and GSX Analyzer
GSX Server Guard
GSX 360



SERVICES:

Consultancy
On-site training
Support



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.

CONTACT:

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