



IN THE NEWS APRIL 2016

Keeping you informed on all the latest news and events at BOSS

In this issue

- **BOSS Training and User Conference** - Guest speaker announcement
- **Customer Corner** - Beaufort Memorial Hospital
- **New product features** - Support Central 3.99
- **Employee spotlight** - Meet Director of Support Kris Giroux
- **Helpful tips** - From BOSS Support
- **Events** - See where BOSS will be in 2016
- **Product enhancements & announcements** - Read our recent press releases on BOSS Deploy and BOSS811
- **Webinar on demand** - View our latest webinar
- **Did you know?** - Unique ways our customers are using BOSS Support Central

BOSS Regional Training and User Conference The Countdown Begins



As the countdown begins for this year's Regional Training and User Conference we are looking forward to an exciting two days of informative sessions ahead.

We are delighted to have **seasoned senior IT executive, strategist, and IT infrastructure advisor, Terry Gates** as our guest speaker for this year's event. Terry will share his insights on "**Lowering costs through Automated Asset Management**".

Dates: May 12 – 13

Location: Atlanta Marriott Buckhead Hotel & Conference Center

Registration rate: \$1495

Discounted Room Rate: \$138.00 per night

Registration for the event will be closing shortly. Don't worry, if you haven't already registered you can still sign up and register by **clicking here**.

We'd love to see you in Atlanta!

Customer Corner - Beaufort Memorial Hospital automates Employee Onboarding with Support Central

BOSS Customer, Beaufort Memorial Hospital has been serving the healthcare needs of the South Carolina community for more than 70 years. Opened with 25 beds in 1944, the hospital has seen significant growth over the years and is now the largest medical facility between Savannah, GA. and Charleston, SC..



We recently had the pleasure of speaking with **Willard Fosberry, Director of IT Infrastructure** at the hospital, about how his team has been able to adapt Support Central for managing the On Boarding process of all new hires at the organization. Willard spoke at length on how he has benefitted by **using Support Central for Employee Onboarding** in addition to using it to track and resolve issues.

[Click to read the complete Case Study.](#)



If you would like to upgrade to Support Central 3.99 and take advantage of these nice features, please email support@boss-solutions.com

Support Central 3.99 has been released. New features coming your way!

- Email to ticket reply recorded in ticket
- Ticket search and loading improved performance
- Asset bulk edit added Make, Model, Type
- Edit attributes associated with groups of assets
- Improved System Ping for accuracy
- Improved Performance
- Asset import includes more attributes
- Automatically update warranty info from vendors (Dell, HP)

A decade with BOSS. Congratulations Kris Giroux!

Kris has 20 years of experience in the technology and software industries. As Director of Support at BOSS, he is responsible for shaping the strategic direction of the support team. Kris is the 'go to' person for all customer support requirements. He not only ensures that customer needs are addressed but also liaises with BOSS development engineers to ensure customer requests are aligned with the BOSS product road map. Please join us in congratulating Kris on his decade long association with BOSS.

Kris can be reached at **678 684 1211** or email support@boss-solutions.com



helpful tips



Helpful Tips from

BOSS Support

Application Settings

Use this feature to store name and value pairs that managed code applications can use at runtime.

Name	Value	Entry Type
NDSPParameters	uid	Local
OEM	Helpdesk	Local
PasswordRequirement	Password must be atleast ...	Local
PasswordValidator	(?=[0-9]{7=,}*[a-z]{7=,}*[a...	Local
PORT		Local
PrintFaq/SLTName	XSLT/FaqPrint.xslt	Local
Print/SLTName	XSLT/ViewTicket.xslt	Local
ProvideADRights	true	Local
ReportServerURL	http://localhost/reportser...	Local
ReportsPath	/BOSS Reports	Local
ServerName	(local)	Local
ServerSideViewState	true	Local
ShowCustomSkinLink	True	Local
ShowDEDetails	False	Local
ShowForgotPassword	False	Local
ShowHelpdeskTimer	True	Local
ShowIPScan	True	Local
ShowMultiTicket	True	Local
ShowOnSite	True	Local

Question

How to enable the security request form in the BOSS web portal?

Answer

Edit the web portal application settings and turn 'Show Multiple Ticket' to TRUE.

Question

Where is the computer description in the inventory?

Answer

The wmi inventory captures the computer description and adds it to the
SYSTEM/OS/COMMENTS

Manage Asset [LELAND-PC]

Asset Information | Attachments | System Information | Vendor/Warranty | Attached Devices | Maintenance

Support Central System Inventory [LELAND-PC]

System | Hardware | Software | Security | Configuration | Complete View

System Information[LELAND-PC]

- BIOS
- Cache Info
- Environment
- Groups
- Local Shares
- Network Params
- OS
 - Asset Name = LELAND-PC
 - Build Number = 7601
 - Comments = Ieland's ibm lenovo t60
 - CSD Version = Service Pack 1
 - Current Registry Size (MB) = 136
 - Date Reported = 6/23/2014 11:16:34 AM
 - Domain Name = BOSSCORP
 - IP Address = 10.1.1.200

COME

VISIT US!

BOSS coming to a town near you

Here's where we'll be in the upcoming months. Please stop by and say hello. We'd love to meet with you.

May 1-5 - Georgia GMIS Conference - **St. Simons Island – GA**

May 3-6 - TAGITM Annual Conference - **San Antonio – TX**

May 4-6 - NC/SC Utility Coordinating Committee Conference - **Wrightsville Beach, NC**

May 18-20 - NCLGISA Spring Symposium - **Wilmington – NC**

July 6-8 - 2016 35th Annual GAMEIS Conference - **Savannah – GA**

July 26-29 - FLGISA Annual Conference - **Boca Raton – FL**

Your Feedback Matters – you asked, we listened

We've been busy the last few months working on enhancements and exciting new product offerings and we would like to let you in on a little secret. All these new solutions were born as a result of feedback and input from our customers. Yes, we do take all customer requests seriously!

To add to this, our engineering team is hard at work on **Support Central v 4.0** with a new, state of the art UI, updated mobile apps and several new features. Also in the works is the **cloud version (SaaS) of our solutions**.

We have more neat surprises under wraps to be unveiled in Q3.

We are delighted to announce that we recently launched our **total cloud based One Call Ticket Management solution**.



BOSS811 is a cloud-based powerful One Call Ticket Management Solution for the damage prevention industry. Designed specifically for contract locators, utilities, municipalities and pipeline companies, BOSS811 is a secure, flexible and cost effective solution that increases the efficiency of locating and ticket management processes. BOSS811 features include automatic routing, reports, dashboards, integrated mobile app, API integration, maps, notifications and much more

[Click to learn more on BOSS811](#)

BOSS811 Press Release

<http://www.prweb.com/releases/boss/811/prweb13218183.htm>

Enhancements to BOSS Deploy

We have also been working on new enhancements for our windows imaging solution **BOSS Deploy** which helps you deploy windows images, zero touch

We have **enhanced BOSS Deploy to handle multiple sites**. This will be of benefit if you need to image workstations at different locations. You can now have the images pulled from a site server locally and save considerably on bandwidth and speed.

[Click to Learn more on BOSS Deploy](#)

BOSS Deploy Press Release

<http://www.prweb.com/releases/2016/03/prweb13270786.htm>

Did you miss our latest webinar - What's new in Support Central

3.99? No worries, we have you covered.

During this recorded on-demand webinar, Director of Support, Kris Giroux explores all the new features in the latest release of BOSS Support Central 3.99. **Click here to view the webinar.**

Who would have thought? Unique uses of Support Central

If never fails to impress us to hear some of the amazing and unique ways in which our customers use Support Central.

Here are some interesting uses of the product by our customers.



City of Marietta - GA

The City uses Support Central to **store inventory and warranty information** of all police radios. They also associate the radios with the user. This has made it easier for them to provide quick resolution to issues and offer timely vendor support. It has resulted in significant improvement in utilization and better ROI on their investment.



Person County - NC

Person County has set up **SMS notifications in Support Central** that are sent directly to technician's phones for all priority service desk tickets. This helps technicians resolve issues while on the go with minimum delays and speeds up resolution of tickets.



Save Mart Supermarkets - CA

Has **extended Support Central to their Human Resources division**. All employee related incidents are recorded in Support Central to ensure safe record keeping and compliance. This was accomplished by integrating Support central to the Save Mart HR system and pulling employee records into the BOSS database. The ticketing interface has been customized to capture all information related to incidents. Customized reports are utilized to track issues and ensure compliance.

800.317.6639



boss-solutions.com