



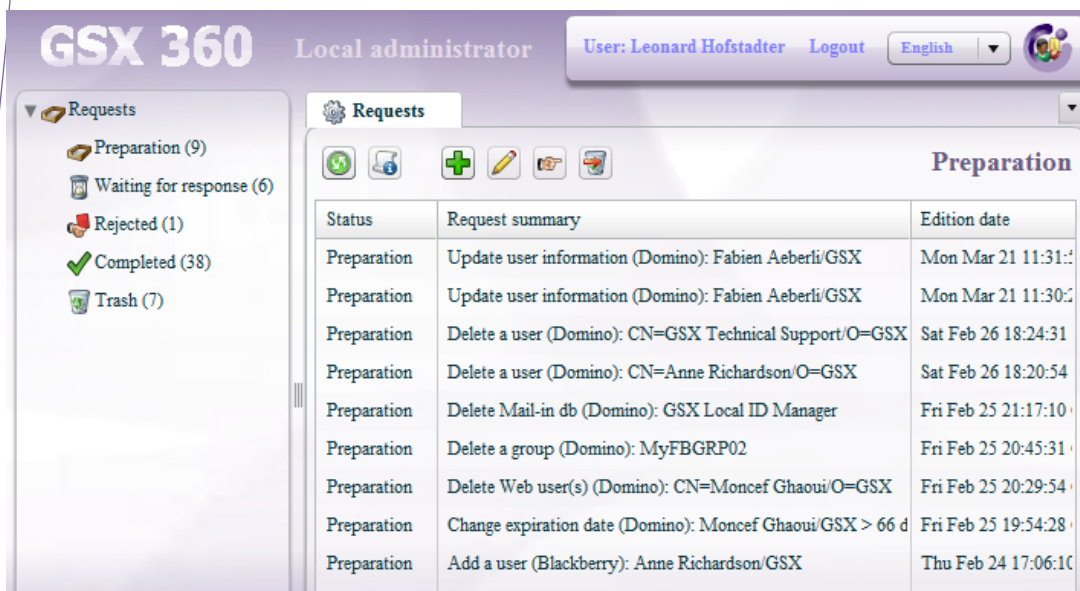
# GSX 360

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



**GSX 360** Local administrator User: Leonard Hofstadter Logout English

**Requests**

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

Status	Request summary	Edition date
Preparation	Update user information (Domino): Fabien Aeberli/GSX	Mon Mar 21 11:31:21
Preparation	Update user information (Domino): Fabien Aeberli/GSX	Mon Mar 21 11:30:21
Preparation	Delete a user (Domino): CN=GSX Technical Support/O=GSX	Sat Feb 26 18:24:31
Preparation	Delete a user (Domino): CN=Anne Richardson/O=GSX	Sat Feb 26 18:20:54
Preparation	Delete Mail-in db (Domino): GSX Local ID Manager	Fri Feb 25 21:17:10
Preparation	Delete a group (Domino): MyFBGRP02	Fri Feb 25 20:45:31
Preparation	Delete Web user(s) (Domino): CN=Moncef Ghaoui/O=GSX	Fri Feb 25 20:29:54
Preparation	Change expiration date (Domino): Moncef Ghaoui/GSX > 66 d	Fri Feb 25 19:54:28
Preparation	Add a user (Blackberry): Anne Richardson/GSX	Thu Feb 24 17:06:10

## 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.

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:   
Middle initial:   
Last name:   
Short name:    
Employee ID:   
Comment:   
Alternate name:   
Alternate language:   
Alternate Org Unit:

Previous | Next | Cancel

GSX 360: Request Wizard – Create a User

Request summary

Date of operation	Old status	Status	User	Label
Sat Mar 19 16:58:11	Preparation	Preparation	Leonard Hofstadter	Request edition
Sat Mar 19 16:58:14	Preparation	Preparation	Leonard Hofstadter	Auto-fill
Sat Mar 19 16:58:14	Preparation	Waiting for response	Leonard Hofstadter	Send the request to central administrator
Sat Mar 19 16:58:34	Waiting for response	In progress	Sheldon Cooper	Approve and process it
Sat Mar 19 16:59:01	Waiting for response	In progress	Lionel Blavy	AgentSync: retrieve the Notes id after the do
Sat Mar 19 16:59:53	Waiting for response	In progress	Lionel Blavy	AgentSync: updated from Central Notes data
Sat Mar 19 16:59:53	Waiting for response	In progress	Lionel Blavy	AgentSync: synchronize Status with Notes
Sat Mar 19 17:00:00	Waiting for response	Completed	Lionel Blavy	request executed by agent

Ok

GSX 360: Request History

Request creation wizard (1/3)  
Select the request you want to create

User creation/deletion

BlackBerry

Account

IT Administration

Service access

Domino

Templates

Selected request: Assign to group  
Template used: BESATG

Next > | Cancel

GSX 360: Request Wizard

## 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.



### 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](http://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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