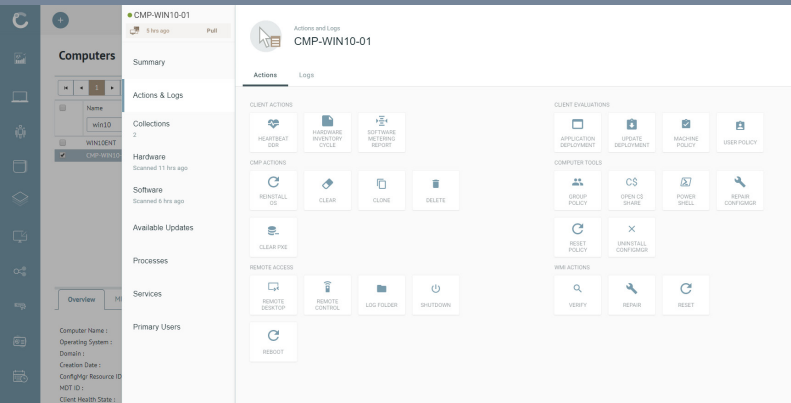


Solutions for Service & Asset Management

Built for Microsoft. Ready for Anything.

Born in 2012, Cireson was founded on a simple, powerful idea: to empower you to #domore with Microsoft technologies. With cutting-edge Service and Asset Management solutions that maximize your investment with Microsoft Service Manager and Configuration Manager, we've got your back. Our full suite of technology solutions natively integrate with Microsoft System Center, or can be used independently on the Cireson Platform. Whether hosted on-premises or in the cloud, our solutions are designed to push technical brilliance forward.

Our Professional Edition includes all of our enterprise-grade Service and Asset Management apps, designed for both Microsoft Service Manager and Configuration, to provide Support Teams and Administrators with a single-pane-of-glass experience for increased productivity.



Cireson Control Center
Harness the power of SCCM with our Portal for Support Teams and Administrators for faster problem resolution and greater control.



Service Management

Transform your Service Manager experience with our Portal for Analysts and End Users, and more



Analyst Portal: Service Manager operations from any browser or device. Access incidents, service requests, CMDB, and rich reporting.



Self-Service Portal - Community: A complete, free replacement of the Microsoft Self-Service Portal for Service Manager. 100% browser, device, OS freedom.



Advanced Request Offering: Create dynamic forms with intelligent logic, which streamlines the service offerings provided to the End User.



Outlook Console: Experience full Service Manager integration within Microsoft Outlook. Create, edit, approve, and complete work items.



Cireson Analytics: Powerful data at your fingertips and insight into how a service management team is performing. Identifies hot spots and trends in the data.



My Calendars: Stay ahead of the workday and schedule your work intelligently. In one click, view your team or work items assigned to you, making tracking and scheduling a breeze.



Survey App: The Survey App works in conjunction with the Cireson Analyst Portal, providing your IT department the ability to conduct surveys tailored to your needs.



Skype for Business Integration: Integrate Skype for Business conversations with Service Manager seamlessly.



SMA Connector: A connector between Service Manager and Service Management Automation to enable automating all or part of important IT processes.



Project Server Connector: Seamlessly integrate Service Manager with Microsoft Project 2013 to view and synchronize valuable data to align your projects, schedules, and processes.

Asset Management

Control all hardware and software assets with Microsoft Service Manager



Asset Management: Control all your IT hardware and software assets from the technical, organizational and financial perspectives through their entire lifecycle.



Asset Excel: Streamline the way you manage your data. Built to extend the Cireson Asset Management capabilities where you modify data, bulk import assets, and modify administration items and warranties/contracts all within Microsoft Excel.



Asset Import: Keep data fresh with scheduled data imports. Take advantage of built-in Microsoft System Center connectors, CSV file mapping, real-time Excel data updates, and other third party sources via direct SQL Server access.

Console Management

Extend the functionality of the Service Manager Console with Analyst and Admin apps



My Active Work Items: Easily manage your incidents, problems, service requests, changes, releases, and activities all in a single work view.



Group Assign: Improve work item reassignments by easily allowing Analysts to be associated with support groups.



View Builder: Take Service Manager to the next level by displaying rich and sophisticated information, allowing for advanced creating, editing, and managing of views.



Change Calendar: Visualize all scheduled change requests within a single calendar view.



Affected User: Gather initial information from a customer to help direct support towards an Incident or service request.



Notify Analyst Pro: Easily set email notifications to Analysts and associated support groups when work items are assigned or re-assigned.



Preview Pane: View all work items in a clean, crisp, and re-written Preview Pane.



Risk Calculator: Automatically calculate and measure the risk of change requests.



Tier Watcher: Receive Outlook style pop-up notifications when work items are assigned.



Release Calendar: Visualize all scheduled release records within a single calendar view.



PowerShell Activity: Simplify and enhance the automation of system tasks and common processes within the native Service Manager Console.