

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.



CMDB Portal: Manage Microsoft Service Manager Configuration Items on the fly from any browser or device. Access CIs including users, computers, business services and software.



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.

Remote Support

Modern, web-based user and device management tools for Analysts to further maximize productivity, deliver faster problem resolution, and increase end user satisfaction.

DEVICE MANAGEMENT



Device Insights: Get valuable insights into the state of your device, from hardware information to information about user interactions.



Remote Actions: Support devices with remote actions, performing troubleshooting, and an array of other actions against devices in your environment.



Collection Control: Add and remove devices from Collections within the Cireson Support Tools.



Software Control: Quickly see what software is installed on a client, and the version of the installed software to repair or remove installed software.



Patch Control: Quickly identify what patches are available for a given client, and once assigned you can force the installation of a given patch.



Process Insights: See live process information and make informed decisions about device performance issues and possible solutions.



Service Control: View installed and running services, and when a problem is identified you can easily stop, start, or restart a given service in order to resolve the issue



Deployment Insights: Quickly and efficiently identify what software is deployed to a specific device, identify errors, and deployment status.



User Affinity: Track ownership in the same place where you track the asset itself.



Software Deployment & Requests: Enable Support Teams to easily approve or deny software requests made in SCCM Software Center. Deploy software on-demand to both end users & devices from any web browser.

USER MANAGEMENT



User Insights: Get valuable insights into a user's account, whether it's determining if an account is locked out or disabled, or validating a deployment



Account Control: Quickly identify account issues, unlock and reset passwords, enable an incorrectly disabled account, or quickly disable an account to deny it's accessed.



Device Affinity: Easily see what devices are assigned to the user and activate Device Management functionality right from the device list.



Deployment Insights: Easily view the status of a software or application package, to identify any issues that might need to be addressed in order to get the customer the software they need.



Group Control: Give your Analysts the control they need to assign users to active directory groups in an intuitive and secure manner. Quickly search a list of allowed groups, or remove a user from a group when requested by management.



Software Deployment & Requests: Enable Support Teams to easily approve or deny software requests made in SCCM Software Center. Deploy software on-demand to both end users & devices from any web browser.



Announcements: Keep users up-to-date with important updates and changes by easily creating and delivering announcements in real time on targeted devices.

Console Management

Extend the functionality of the Service Manager Console with Analyst & 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.

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. All of this functionality is also available via the Cireson Portal.



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. All without any XML code knowledge.