

Cireson Remote Support: SCCM for your Service Desk



Deliver efficient, consistent, and secure remote IT support by leveraging your existing Service Desk and Microsoft System Center Configuration Manager (SCCM) investments. Our Remote Support apps integrate into your ITSM tool of choice, helping to increase first-call resolution while reducing unnecessary escalations and associated costs.

DEVICE MANAGEMENT



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



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



Software Deployment & Requests
Analysts can approve or deny software requests made in SCCM Software Center and deploy software on-demand to end users & devices.



Collection Control
Add or remove devices from Configuration Manager collections.



Software Control
Quickly see what software, including version information, is installed on a client to repair or remove software.



Patch Control
Identify what patches are available for a given client, and once assigned, 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
Manage installed and running services to stop, start, or restart a given service in order to resolve an issue.



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



User Affinity
Identify and assign ownership of an asset and access User Management functionality.



Script Control
Create and remotely execute custom and pre-defined PowerShell scripts to any device.

USER MANAGEMENT



User Insights
Get valuable insights into a user's account, including if an account is locked out or disabled, and validate a deployment.



Account Control
Quickly identify account issues, unlock and reset passwords, enable an incorrectly disabled account, or quickly disable an account.



Software Deployment & Requests
Analysts can approve or deny software requests made in SCCM Software Center and deploy software on-demand to end users & devices.



Device Affinity
See what devices are assigned to the user and access Device Management functionality.



Deployment Insights
Easily view the status of a software or application package to identify any issues.



Group Control
Analysts can 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.



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

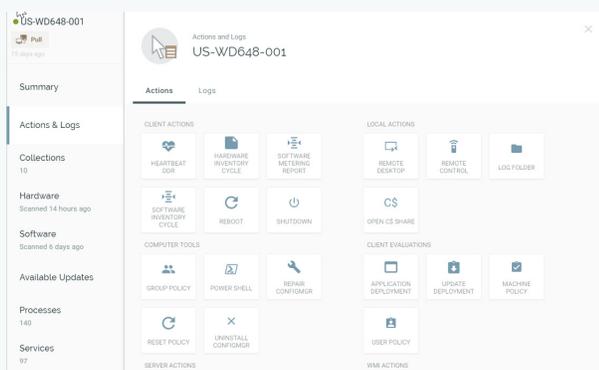


Remote Support

Remote Actions

Perform key actions on devices, including:

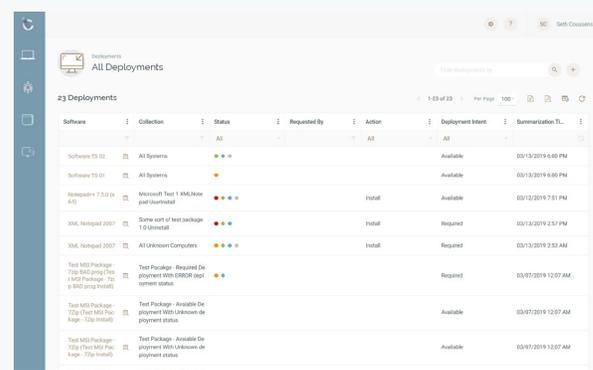
- Remote Control and Remote Desktop Actions
- Remote PowerShell Console
- Device Shutdown and Restart Actions
- Configuration Manager Client Actions



Software Deployment & Requests

Securely deploy software to users and devices:

- Deploy Packages, Apps, Task Sequences
- View Deployment Status
- Define Desired Settings
- Approve or deny software requests made in SCCM Software Center



Remote Support ITSM Integrations

Cireson Remote Support integrates with common ITSM solutions allowing Support Teams to remotely troubleshoot common end user issues directly from Incidents and Service Requests.



Learn more at www.cireson.com/products/remote-support