

# REAL TIME RESOLUTIONS- INNOVATIVE & INTUITIVE!

SupportSoft Real Time Triggers - Smart Technology for a Smarter Organization

## DATA SHEET

### TYPICAL APPROACH TO SOLVING END-POINT ISSUES

**Assisted Service: Reducing help desk cost with efficient help desk analysts**

When users encounter PC problems, more often than not, they reach out to the help desk for assistance. Help desk analyst tries to understand the nature of the issue and fixes the problem with appropriate solution. These solutions sometimes take as little as few minutes or extend to several hours and days depending on the complexity of the issue. The time window taken to solve the issue however small or big has implication on help desk cost.

### INTELLIGENT APPROACH TO PROBLEM SOLVING

**Self Service: Reducing help desk cost with empowered users**

An intelligent approach to problem solving is to place control in users' hands. This requires empowering the users with easy Self Service options so they can solve PC issues all by themselves without help desk intervention. However, it is also true that users engaged in busy work are usually unwilling to take time out to fix the issues themselves.

### TRANSFORMATIONAL APPROACH TO PROBLEM SOLVING

**Self Healing: Reducing cost, time and effort by empowering PC**

Self Healing challenges the approach where PC problems are fixed after they are noticed by the user. With the help of Self Healing mechanism, PC is empowered to identify potential problems and solve issues all by itself. To fix problems proactively, SupportSoft End-point Automation Solution uses SupportJobs technology that is scheduled at regular intervals to check standard system settings and optimize PC performance. This Self Healing mechanism keeps the system up and running thus preventing productivity loss and resulting cost implications.

# TAKING SELF HEALING TO THE NEXT LEVEL - REAL TIME RESOLUTIONS

While scheduled checks that run at periodic intervals are great, it is possible that the issue may occur between two consecutive scheduled checks. SupportSoft Proactive Assist is driven by **Real Time Trigger technology (RTT)** that comes with the superior capability to accurately point out issues in real-time. Once the issue is identified by RTT, it drives automated solutions to rectify the problem immediately instead of waiting for the next scheduled check. In case of issues that require defined-user approval, RTT offers the flexibility to display message pop-up for user intimation or acceptance. The user can then use easy one-click solutions to solve the problem.

For organizations with complex workspaces that need to “do more with less” in IT support, RTT technology proves to be an innovative and intuitive solution that transforms the support environment from reactive to proactive - **all in real time!**

## USE-CASE TO DEMONSTRATE THE POWER OF REAL TIME RESOLUTIONS

**When a user encounters problem with the internet, the issue can be solved using:**

**ASSISTED SERVICE:** User without adequate knowledge on the subject logs an incident/ calls or chats with the help desk agent and requests for assistance.

**SELF SERVICE:** User uses Self Service option and tries to fix the problem without help desk intervention.

**SELF HEALING:** A better approach would be to empower the PC to fix the issue all by itself without user or analyst intervention. This can be done using SupportJobs that scan through all the browser and network settings at regular intervals. During these scheduled checks, SupportJobs have the ability to identify missing/incorrect settings that can possibly cause internet problem and rectify them immediately.

**REAL TIME TRIGGERS:** Consider the situation where the internet connection is lost in between two consecutive scheduled checks. In such cases, the issue will persist until it is detected during the upcoming scheduled scan. Real Time Triggers play a vital role in transforming such real-time scenarios - when the network or browser settings change or get switched, RTT identifies this change in real-time and drives the SupportJob to rectify it immediately. RTT serves as an intelligent smart technology that aids in fixing the problem in real-time and redefines the problem solving process.

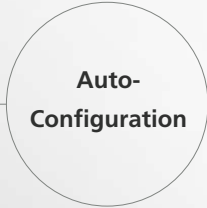
Maintain state of the PC that is aligned with enterprise guidelines by running/ shutting down required services and processes. e.g. Windows services, antivirus & security related services, application specific processes etc.



Auto detect and install missing Standard Operating Environment (SOE) software defined by the enterprise. e.g. Adobe Reader, WinZip, .net Framework, Flash plug-in etc.



Restrict specific (black-listed) applications from running on the enterprise PC. e.g. Movie download applications, restricted chat applications etc.



Auto configure enterprise wide/user-specific application settings. e.g. Outlook over internet – RPC settings.



Automatically restore/repair missing or corrupted application settings and configurations. e.g. VPN profiles, proxy settings, Wi-Fi settings etc.



Maintain and optimize performance parameters of the PC as defined by the enterprise guidelines. e.g. Clearing cache, recycle bin, managing startup programs etc.

**EXPLORE THE POWER OF  
REAL TIME RESOLUTIONS**  
Now you can do so much more in real time!

# HOW REAL TIME TRIGGERS CAN TRANSFORM YOUR WORK ENVIRONMENT

Aptean's best-in-class Real Time Trigger technology helps organizations in effectively meeting the emerging IT challenges and adapt to dynamically changing workforce conditions. Trends in IT automation are evolving at a rapid pace. Antiquated IT processes are no more considered reliable to handle complex workspaces and growing number of resources. RTT serves as an incredible technology to build a powerful proactive problem management, and innovative work environment that empowers the PC, the user and the organization as a whole.

- Consider an employee moving from one branch to another branch of the same organization. RTT can be appropriately defined to detect change in IP settings and automatically configure location specific Wi-Fi, browser, printer settings etc. for the user without help desk or user intervention. This means that the employee is able to get started with his work as soon as he enters his new work environment.
- This scenario can also be replicated during the new employee onboarding process. RTT can be defined to automatically configure outlook, Wi-Fi, browser, printer settings etc. based on the new user profile.

Now that's innovative and intuitive!



This document mapped out Aptean's key technologies and application capabilities. If you would like more information on how Aptean solutions have worked for companies like yours, please contact us using the information below.

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Join the list of leading players who believe in our model of sustainable growth: Non-Linear Growth the Aptean way!



**About Aptean:** Aptean helps businesses profit, innovate and grow where the work gets done—in the call center, on the floor of the factory, at the end of the assembly line. That's where Aptean's CRM, ERP and Supply Chain software applications enable nearly 5,000 customers to satisfy their customers, operate more efficiently and stay at the forefront of their industry.

Aptean is where software WORKS. For more information, visit [www.aptean.com](http://www.aptean.com).