NTR global

## STREAMLINE YOUR SERVICE DESK WITH A RELIABLE, SECURE ITSM SOLUTION

NTR Cloud for ITSM boosts efficiency, reduces support costs and improves service levels by enabling you to automate and manage key IT processes across complex and geographically dispersed environments. Your IT department can proactively manage thousands of assets and gain a real-time view of all system activity from a single, easy-to-read dashboard.

Easy to implement with plug-and-play modularity, NTR Cloud for ITSM features a robust IT administration toolkit, remote access and control technology, and an ITIL-mapped approach to workflow optimization. Integrate NTR Cloud for ITSM with your existing business software to enhance functionality while leveraging current investments in CRM, help desk, billing, alerts and backup systems. NTR Cloud for ITSM scales to your changing business needs with dynamic software-as-a-service delivery.

NTR Cloud for ITSM delivers secure, flexible and affordable service desk modularity tailored to your business needs and budget.

Key Benefits

» **Easy to Install:** 100% cloud-based with rapid SaaS implementation and an easy-to-use, streamlined user interface

» **Value for Money:** Priced lower than competitor solutions, with free updates and upgrades included in the subscription

» **Superior Service Levels:** Remote troubleshooting and 24/7 customer support enhances service delivery and minimizes issues

» **Added-Value Integration:** API architecture ensures seamless integration with over 200 business leading applications, including Salesforce, SAP and Oracle

» **Proactive IT Automation:** Proactively manage your IT infrastructure with automatic alerts that provide immediate knowledge of incidents

» **Performance Metrics:** Fast-loading reports from a central dashboard demonstrate key performance indicators to improve efficiency and optimize ROI

» **Data Privacy:** Data encryption, ISO 27001-certified data centers and socket server network guarantees complete privacy of your data

Learn more: www.ntrglobal.com/cloud-itsm
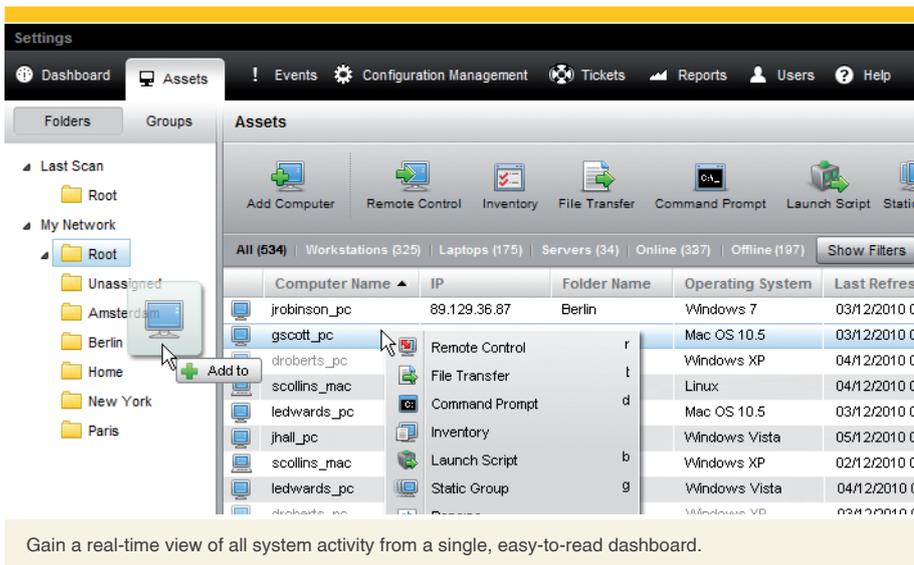
Gain a real-time view of all system activity from a single, easy-to-read dashboard.

Features

Easy Implementation
» Automatic or manual deployment
» No ports to open or firewall configuration
» Add more machines at any time

Robust IT Automation
» Automate tasks across multiple workstations, laptops and servers using Windows, Mac and Linux operating systems
» Deploy pre-defined scripts to configure networks and retrieve event logs
» Create scripts to perform maintenance, upgrades and other IT management tasks
» Multiple remote control modes, remote file transfer, Windows command prompt

Total Visibility and Control
» Comprehensive asset management console simplifies large-scale IT administration
» View activity in real time from a comprehensive client web console
» Group and search for assets by location, department and other criteria
» Schedule software installations and upgrades from centrally stored files

Simplified IT Management
» Organize machines into folders by location, company and other criteria
» Inventory to view software installed, services running and network information for Windows, Mac and Linux
» Apply multi-criteria filters to pinpoint specific machines

Globally Distributed Architecture
» Safe Harbor-certified data centers across North America, Europe and Asia
» Multi-continent socket server distribution ensures maximum connectivity and speed
» Fault-tolerant global data backup for maximum security and redundancy

Workflow Optimization
» ITIL-mapped modules accessible from a tabbed interface
» NTR Cloud for ITSM functionality built into central ticketing module
» Rich Internet Application with shortcuts and quick navigation to often-used features or machines

User Administration
» Ensure security and confidentiality by easily managing permissions
» Define user profiles and role hierarchies to adapt to your business needs

Events Management
» Define events to flag high CPU usage or specific software installs
» High-visibility events console with color-coded alerts
» Receive notifications via e-mail, pop-up or in events inbox

Hundreds of Integrations
» Seamlessly integrate with CRM, ticketing, DBMS, ERP and other business applications
» Build NTRglobal technology into your apps using RESTful API developer platform
» SOAP over HTTP for easiest communication across proxies and firewalls

Security
· ISO 27001 Certified (NTRglobal Facility and all Data Centers)
· TRUSTe Certified
· Qualys® SECURE Seal
· Safe Harbor-Certified Data Centers
· Data Privacy and Integrity
  · 256-bit AES encryption
  · At-rest customer data encryption
  · TLS/SSL protocol
· Authentication and Authorization
· Attack and Malware Detection
· OWASP Testing Standards

Languages
English, French, German, Italian, Spanish

System Requirements
NTR Cloud for ITSM offers secure remote customer support across Windows, Mac and Linux.

To view the most current system requirements, please visit: www.ntrglobal.com/cloud-itsm/techspecs

About NTRglobal
· Global Headquarters in Dallas, Barcelona, Paris and Heidelberg
· SaaS IT Management and Remote Support Providers Since 2000
· Flexible, Modular Solutions
· Ease of Implementation
· Multiple OS Support for Windows, Mac, Linux and Mobile Devices
· Complex Processes Simplified
· Globally Distributed Data Centers
· API Architecture
· Integration with Hundreds of Apps
· Designed for Growing Businesses
· Enterprise-Grade Security