

# ISOdx Rapid Resolve Data Sheet

## New Advance in Helpdesk and Service Support Slashes Problem Resolution Time

### ABOUT ISOdx RAPID RESOLVE

ISOdx Rapid Resolve is IT service and support software that equips support teams to transform their power to drive down costs, drive up efficiency, prevent issues and solve problems faster than ever before. System data can be quickly and easily compared between any two points in time by detecting problematic system changes – the source of 87 percent of helpdesk calls.

Proven to reduce problem resolution by up to 75 percent, ISOdx Rapid Resolve brings infrastructure visibility that eliminates internal finger pointing and ultimately offers unprecedented efficiency in the way service and support is provided.

Able to instantly compare data on virtually any infrastructure device, ISOdx Rapid Resolve immediately pinpoints problem sources and drastically reduces staff time in laborious research and investigation. Frontline IT professionals are empowered to resolve more issues with unmatched speed, and provided the ability to develop troubleshooting best practices, processes and procedures that make your team incredibly efficient.

In addition, you can create a reliable, consistent and accurate reference for problem resolution, documentation and audits, and reap the benefits of valuable analysis to lessen the potential for future problems.

ISOdx Rapid Resolve helps your team deal with constantly growing infrastructure complexity, and brings quick time to value with installation and productivity in less than a day — and no stress to your current technology environment.

### WITH ISOdx RAPID RESOLVE, YOU CAN:

- Reduce support costs significantly
- Empower frontline IT to resolve more issues — quicker than ever before
- Become proactive rather than overwhelmed with unplanned work
- Standardize incident classification so you can route problems to the right team — the first time
- Develop best practice troubleshooting procedures

### PRODUCT HIGHLIGHTS

ISOdx Rapid Resolve™ attacks IT's biggest problem — problematic system changes.

The solution includes:

- Full enterprise deployment in less than a day
- Reduction of mean time to problem resolution by up to 75 percent
- Agentless installation
- Highly extensibility and secure
- Cross-platform support
- Comprehensive, consolidated reports
- Active reports — one quick click to the source of the problem
- Offered as software license or SaaS

DRAMATICALLY IMPROVE HELPDESK STAFF  
EFFICIENCY BY UP TO 75% WITH ISOdx  
RAPID RESOLVE

### FEATURES

- Collects/tracks hundreds of thousands of objects on devices
- Includes:
  - Standard output of any command/API call/scripts
  - Key file system meta data, checksums and contents
  - Many data types: software, hardware, patches, drivers, event log, registry, etc.
- Provides:
  - Enterprise dashboard of critical changes
  - Active reports with multi-layer relationships
  - Documentation reports
  - Change reports and Gold change reports
- Allows server-to-server comparisons
- Web portal access
- View and compare details at any point in time
- Supports Firefox and Internet Explorer browsers
- Provides fully searchable online documentation and downloadable PDFs

SSPA RECOGNIZED INNOVATOR  
FOR PROACTIVE SUPPORT

DATA STORAGE TOP 10 PRODUCT

TOPCAT FINALIST FOR  
OUTSTANDING PRODUCT

SOCIETY FOR TECHNICAL  
COMMUNICATION AWARD WINNER

## ISOdx RAPID RESOLVE BENEFITS

### AGENTLESS COLLECTION USING INDUSTRY STANDARD PROTOCOLS

- No software dependencies
- No open TCP/IP ports
- Read-only collection
- Not running 24 x 7
- No agent management
- No reboot required
- Secure communication

### QUICK TIME TO VALUE

- One-hour installation; running and productive in less than a day
- Four-hour training class completes staff acclimation

### FLEXIBLE ARCHITECTURES FIT UNIQUE DEPLOYMENT REQUIREMENTS

- Industry leading extensibility — that easily accommodates infrastructure modification and growth
- Transform the way you manage intellectual property and realize its full worth
- Quickly provide relevant documentation and change isolation data specific to your applications

### UNMATCHED APPLICABILITY AND SECURITY

- Secure portal access using the native ISOdx interface
- Integrate into other products/solutions using API
- Export data in CSV or XML format

## ARCHITECTURAL COMPONENTS

ISOdx Rapid Resolve is a client/server application that functions as a small stand-alone executable on all target systems. There is one interface for the entire application and no client software to install or maintain.

### MINIMUM SERVER HARDWARE SPECIFICATIONS

- (2) 2.0 GHz Intel or AMD processors
- 2 GB of memory
- 500 MB for software and 500 MB per client device

### SUPPORTED TARGET PLATFORMS

- Documents and identifies change in ANY application/software through file system information, command output, API calls, etc.
- AIX
- HP-UX
- Linux
- Sun
- Windows
- Supports devices with TCP/IP connectivity (i.e. Cisco, Brocade, STK, etc.)
- VMware

### APPLICATIONS

- Supports any commercial or in-house developed application
- Add-on ISOdx Rapid Resolve modules for NetBackup™ and Veritas Cluster Server™