

ISOdx Rapid Resolve OEM Data Sheet

Advanced Approach for IT Service and Support Businesses Empowers, Efficiency, Increased Productivity

About ISOdx RAPID RESOLVE OEM

ISOdx Rapid Resolve OEM™ equips IT service and support businesses to differentiate their brand by providing better and faster customer support than ever before. For your organization, this immediately translates to increased profitability potential, enhanced customer loyalty and a more strategic approach to work.

A new and improved set of tools is urgently needed to allow IT service and support organizations to keep pace with growing and increasingly complex infrastructures. As you seek to grow your organization, become more competitive in the face of frustrating multi-vendor environments, and “do more with less,” you need true innovation that can actually transform the way you do business.

ISOdx Rapid Resolve OEM brings this innovation by attacking the number one helpdesk issue as identified by Gartner — the fact that 87 percent of helpdesk calls are generated by infrastructure changes. Upon implementing ISOdx Rapid Resolve OEM, your staff is immediately able to start working faster and smarter as mean time to problem resolution is reduced by up to 75 percent. This significant gift of time allows your company to focus on strategic customer enhancement initiatives.

With ISOdx Rapid Resolve OEM, you can evaluate and fix problems before they impact your customers, and provide a reliable, consistent and accurate reference source for problem resolution, documentation, audits, staff training and more. Customers recognize your company as having a unified, more valuable approach when using ISOdx Rapid Resolve OEM, because their problems are quickly solved and your ability to serve them proactively is impressive.

ISOdx Rapid Resolve OEM brings quick time to value by being installed and productive in less than a day — without stress to you or your customers’ current technology environments.

WITH ISOdx RAPID RESOLVE OEM, YOU CAN:

- Reduce support costs significantly
- Empower frontline IT to resolve more issues — quicker than ever before
- Become proactive for your customers
- Support multiple customers with a single interface
- Develop best practice troubleshooting procedures
- Incorporate third party tools/homegrown or commercial

PRODUCT HIGHLIGHTS

ISOdx Rapid Resolve OEM™ 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
- Branding for your company
- Non-invasive visibility in your customers enterprise
- Customer visibility control
- Agentless installation
- Highly extensibility and security
- Cross-platform support
- Comprehensive, consolidated reports
- Active reports — one quick click to the source of the problem
- Offered as software license or SaaS

ISOdx Rapid Resolve OEM helps differentiate your business, enhance your profitability and improve customer loyalty

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
- Web portal access
- View and compare details at any point in time
- Allows server-to-server comparisons
- 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 OEM 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 OEM 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 Kernel
- Sun Solaris (SPARC only)
- Windows XP, Workstation/Server,
- Supports devices with TCP/IP connectivity (i.e. Cisco, Brocade, STK, etc.)
- VMware

APPLICATIONS

- Supports any commercial or in-house developed application
- Custom built modules available for any desired application