



HOW TO STREAMLINE AND SIMPLIFY
YOUR IT MANAGEMENT WITH

THE BRENNAN IT SELF SERVICE PORTAL

The powerful new way to manage your IT
and enable self-service for your staff

To help alleviate pressure on IT teams, and ensure better IT management across the organisation, Brennan IT now offers a sophisticated self-service portal for all users taking advantage of our managed services.

Here are 8 ways this portal can help your business

01. Self-service

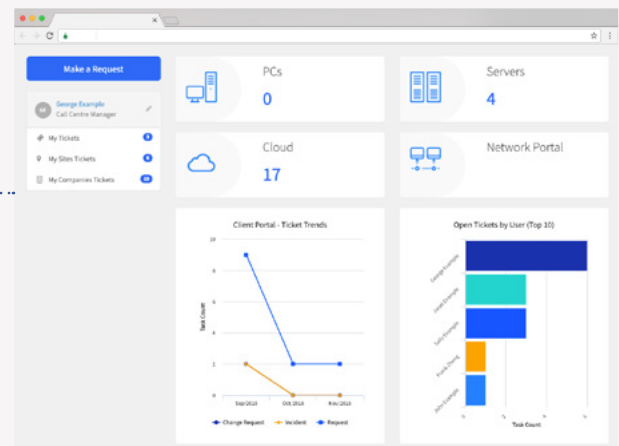
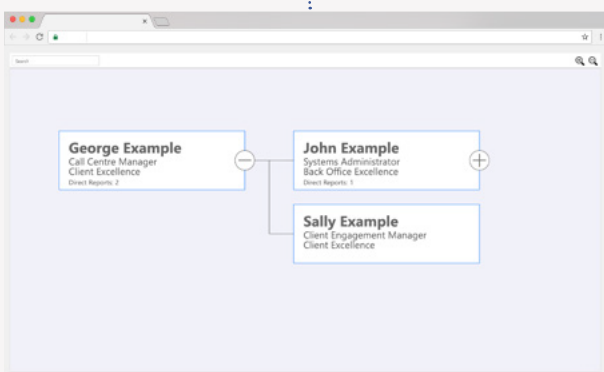
Reduce burden on your IT teams and empower your people to independently log new tickets, manage approvals for new IT requests, and see their status 24/7. At any time, you and your staff can use your existing Windows passwords to:

- Log a new ticket or request with Brennan IT
- Approve a request (authorised managers only)
- View / update existing tickets
- View a full ticket history with updates

02. Automatically create new users

Take the time and hassle out of setting up new users by managing everything quickly and easily through the portal.

- Reduce set-up time from five days to five minutes
- Use business rules to ensure 100% consistency and security across all users
- Compatible with Office 365 to further Streamline setup
- Automates key tasks to reduce rework and Improve accuracy



03. Get complete visibility over your IT

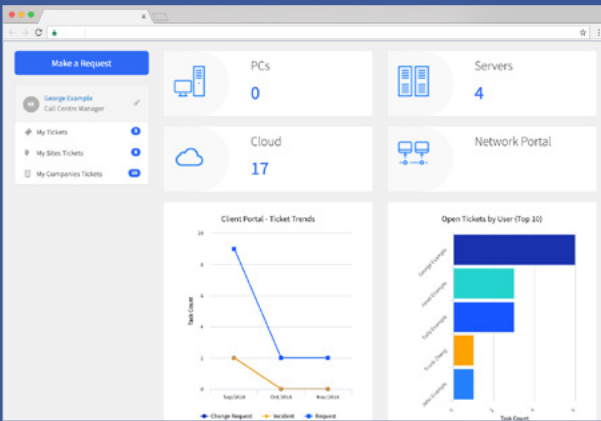
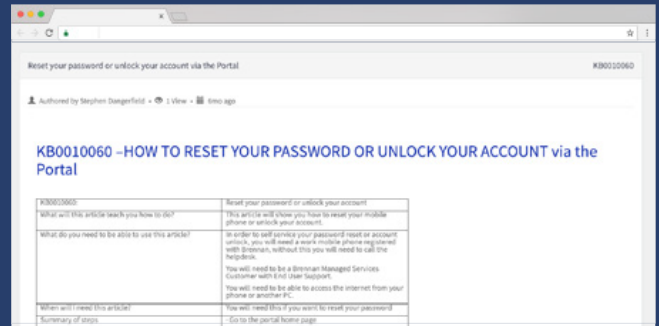
See what's happening with your IT right across your business, including all of your hardware, software and support issues managed by Brennan IT. Simply log-on on your portal at any time to:

- Manage all tickets across your company
- View all of your Brennan IT managed assets in real-time
- View all of your hardware and software assets
- See all the services your business is receiving in real-time

04. Self-service SMS password resets

See what's happening with your IT right across your business, including all of your hardware, software and support issues managed by Brennan IT. Simply log-on on your portal at any time to:

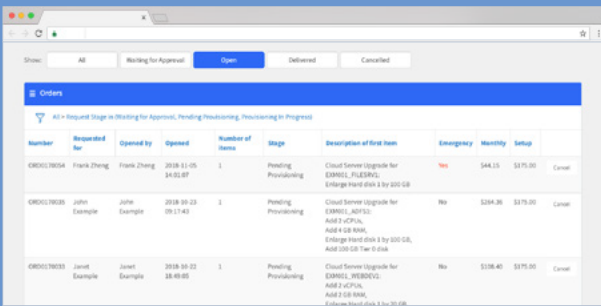
- Significantly more secure (requires use of work mobile)
- Available 24/7
- Fast and easy (can be completed in under two minutes)



05. Real-time insights

Get the insights you need to run your IT more effectively with a completely customised Business Intelligence dashboard that can provide you with information on all the services you are receiving from Brennan IT, including your:

- Net Promoter Score in real time
- Service Level Agreement performance in real time
- Live patching and backup status
- Received services



06. Quick & easy virtual machine upgrades

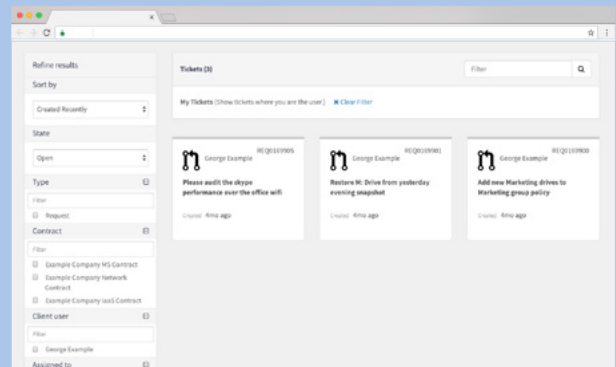
Expand your storage and capacity by submitting requests for new virtual machines in just a few minutes.

- All requests actioned by an engineer as soon as approved
- No more paperwork

07. Rapid search and filtering

See exactly what's happening with your IT at any time, with the ability to:

- Search previous and current tickets
- Search by location
- Browse FAQs on every process
- Access to Staff and Admin Handbook
- Watch the training video



08. Online search

Simplify your procurement by making small purchases easily via the portal.

- No more paperwork
- Staff can make requests and a manager can approve online
- See a full order history at any time

Want to learn more?

Contact us to arrange a demo of the portal for your business.