

# THE BRENNAN IT SELF SERVICE PORTAL

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

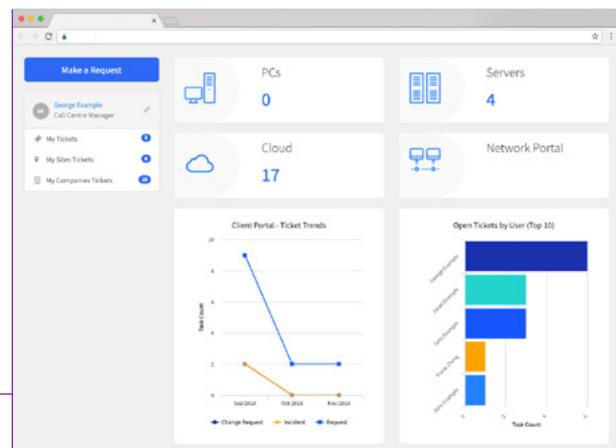
To help alleviate pressure on IT teams, and  
ensure better IT management across the organisation,  
Brennan IT now offers a sophisticated self-service portal  
for all users taking advantage of our managed services.

**Here are 8 ways this portal can help your business**

## #1 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:

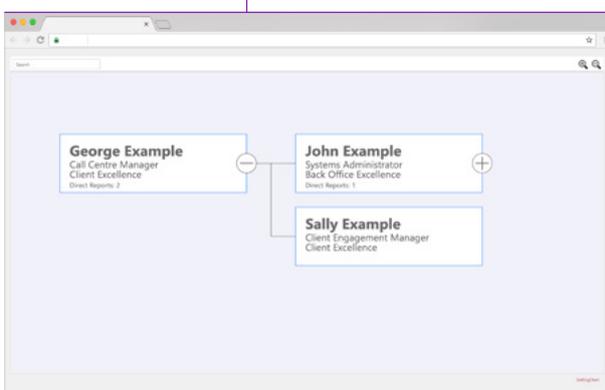
- Log a new ticket or request with Brennan IT
- Approve a request (authorised managers only)
- View / update existing tickets
- View a full ticket history with updates



## #2 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 set-up
- Automates key tasks to reduce rework and improve accuracy



## #3 Get complete visibility over your IT

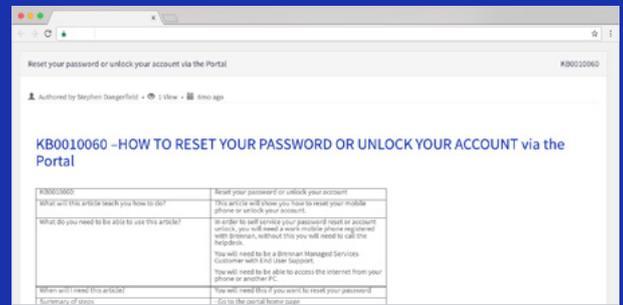
See what's happening with your IT right across your  
business, including all of your hardware, software  
and support issues managed by Brennan IT.  
Simply log-on on your portal at any time to:

- 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

## #4 Self-service SMS password resets

Rather than wasting time re-setting passwords for your staff, enable them to do it themselves in a way that is:

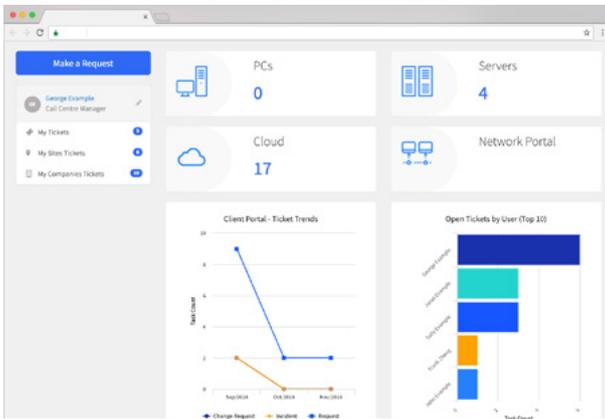
- Significantly more secure (requires use of work mobile)
- Available 24/7
- Fast and easy (can be completed in under two minutes).



## #5 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.



## #6 Quick and easy virtual machine upgrades

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

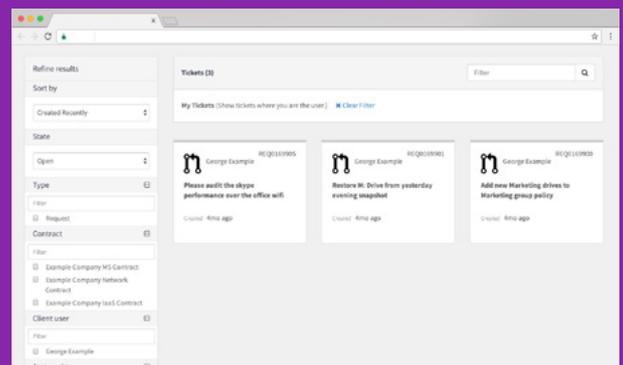
- All requests actioned by an engineer as soon as approved
- No more paperwork.

Number	Requested By	Opened By	Opened	Number of Items	Stage	Description of first item	Emergency	Monthly	Setup	Status
CR00278054	Frank Zheng	Frank Zheng	2018-11-05 14:52:07	1	Pending Provisioning	Cloud Server Upgrade for EXM001_PUEB002: Enhance Hard disk 1 by 200 GB	Yes	\$44.15	\$175.00	Cancel
CR00278028	John Example	John Example	2018-09-23 09:17:43	1	Pending Provisioning	Cloud Server Upgrade for EXM001_J01761: ADD 4 GB RAM, Enhance Hard disk 1 by 200 GB, Add 100 GB Tier 0 disk	No	\$294.36	\$175.00	Cancel
CR00278033	Janet Example	Janet Example	2018-09-23 18:49:00	1	Pending Provisioning	Cloud Server Upgrade for EXM001_PUEB002: ADD 4 GB RAM, ADD 1 GB disk	No	\$108.40	\$175.00	Cancel

## #7 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 the Staff and Admin Handbook
- Watch the training video.



## #8 Online search

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

- No more paperwork
- Staff 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.