



# Integration Launcher

## **Powerful Tools at Your Fingertips Mean Fewer Calls, Increased ROI, and a More Effective Service Team**

*Verismic Integration Launcher*, bridges the gap between your Service Desk and Desktop Systems Management tools to create a single powerful solution. Integration of your tool set makes it possible for Service Desk professionals to remotely diagnose system issues and fix them, versus costly desktop visits.

*Verismic Integration Launcher* integrates a large variety of Service Desk solutions with LANDesk® Management Suite, Alliris®, Microsoft SMS®, and Novell Zenworks® and can be installed to the machines of Service Desk staff and administrators alike, allowing them to carry out desktop management functions from within the Service Desk console. Empower your support team by allowing immediate access to tools that enhance first call closure rate. Your Service Desk team spends a lot of time within the Service Desk console. Integration at this level is quick, intuitive, and efficient. Provide the tools your operators need right at their fingertips.

## **Verismic Integration Launcher™**

### **Verismic Integration Launcher Leverages the Power of Your Desktop Management Solution to Provide Robust Problem Solving Capabilities at the Service Desk**

**Software Distribution** Distribute and install applications with point to point software distribution and eliminate costly and unnecessary desktop visits.

**Verismic Integrations** Automatically detect and integrate with other Verismic Solutions.

**Third Party Tools** Launch other powerful tools even with elevated privileges to centralize the use of all support tools

**Verismic Integrations** Automatically detect and integrate with other Verismic Solutions.

**Password Reset** Allow administrators to reset forgotten passwords securely.

**Remote Control** Fast remote control of PC's and MAC's in your environment enables your support staff to solve issues immediately. The remote control has added functionality to blank the client's screen while you work and lock out the user's key board and mouse.

*Verismic Integration Launcher* records all uses of the systems management tool to create a detailed inventory of activities. This recorded information delivers a clear security audit trail and populates the extensive return on investment reporting. Its clear, web-based interface graphically displays the benefit that your systems management investment brings to your support desk and allows continual justification of ongoing investment in these powerful toolsets.

For more information, including pricing, screen shots, and free trials, visit [www.verismic.com](http://www.verismic.com).

