

# GSX 360

## Streamline & Structure Standard Service Requests

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### Secure Management of Standard Service Requests for Lotus Domino and BES

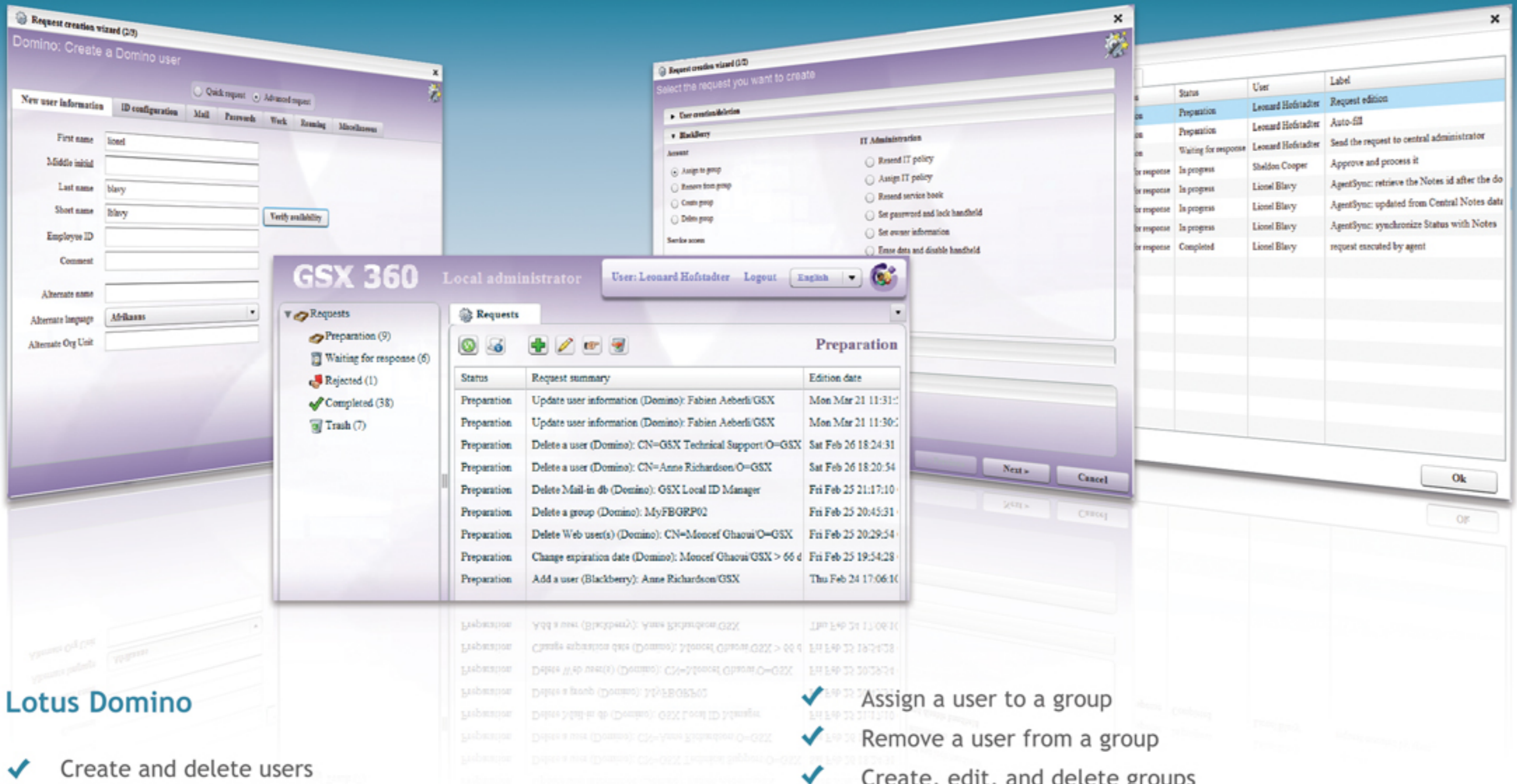
#### Secure Management of Standard Service Requests

**GSX 360** is a solution that securely streamlines many of the standard tasks associated with your collaborative solutions in Lotus Domino and BlackBerry Enterprise Server environments. Administrators can use **GSX 360** to create a workflow for adding, deleting, and modifying service requests, so that these tasks can be delegated to the service desk, and performed quickly and securely.

- ✓ Streamline repetitive tasks such as creating, deleting, and modifying user accounts
- ✓ Ensure tasks are performed consistently and the same steps are followed every time by setting up profiles for your organization
- ✓ Empower the service desk and achieve a faster resolution time for support requests
- ✓ Provide metrics on the quantity and quality of request delivery using the tracking and logging features for account management
- ✓ Use a single interface to manage multiple environments

#### The Solution Architecture

- ✓ **GSX 360** uses a web based user interface
- ✓ Creating a request is as simple as filling-in a form, and saving it
- ✓ For Lotus Notes, **GSX 360** uses a Lotus Notes API application to perform all of the complex and sensitive tasks that use certifiers
- ✓ For Lotus Domino, one or more local databases are used to store the new requests
- ✓ All the new requests are collated in a central database, where authorized personnel can approve or deny them
- ✓ For Lotus Notes, an archive database is used to keep track of all requests, IDs, and passwords



## Lotus Domino

- ✓ Create and delete users
- ✓ Rename users
- ✓ Recertify user IDs
- ✓ Move users within the hierarchy
- ✓ Move users from one server to another
- ✓ Update user information
- ✓ Create, delete, or rename groups, and assign new users to groups automatically
- ✓ Add and remove members in groups
- ✓ Create, delete, and rename mail-in database entries
- ✓ Manage the validity dates for IDs, before or after expiration
- ✓ Manage accounts for internet users - create non-Notes client records, and assign internet passwords.
- ✓ Create roaming users
- ✓ Automatically populate groups in the Domino Directory when a new user is created
- ✓ Provision a list of new users instantly using **GSX 360's** Import List feature
- ✓ Multiple certifiers, keywords, and validity checks are supported
- ✓ Support multiple requesters in different locations with a single **GSX 360** installation
- ✓ The approval of an authorized user is required before the IDs are created
- ✓ Create user mailboxes automatically along with the Notes ID (clustered servers and default ACL entries are supported)
- ✓ **GSX 360** supports ID Vault

## Blackberry Enterprise Server

- ✓ Add a new user
- ✓ Remove a user

- ✓ Assign a user to a group
- ✓ Remove a user from a group
- ✓ Create, edit, and delete groups
- ✓ Set activation password
- ✓ Generate and set activation password
- ✓ Enable and disable redirection
- ✓ Enable and disable connection and collaboration service
- ✓ Resend IT Policy
- ✓ Assign IT Policy
- ✓ Resend service book
- ✓ Set password and lock handheld
- ✓ Set owner information
- ✓ Erase data and disable handheld / cancel pending disable handheld

## Security is the Top Priority

- ✓ Protect access to the Notes Certifiers - Once **GSX 360** has been configured, no one needs to directly access the Notes Certifiers to manage IDs
- ✓ Manage the Central and the Archive ID databases from a single server
- ✓ Encrypt all mail and databases containing passwords
- ✓ Block access from unauthorized personnel with the authentication feature
- ✓ Use randomly generated passwords with a customized length
- ✓ Optionally send the password for newly created ID files to a different recipient
- ✓ Archive ID files and passwords in separate encrypted databases
- ✓ Create workflows for standard requests ensuring that the same steps are consistently followed every time



## GSX Solutions

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## For more information:

For more information on GSX, visit [www.gsx.com](http://www.gsx.com), where our resource center contains FAQs, Case Studies, Podcasts, White Papers, and Webinars.

You can also download a fully functional, 30 day evaluation copy of GSX Monitor, Server Guard, and GSX 360.