

Service Manager Web Console

For Analysts



WebFront for Service Manager

Overview

- ⌘ HTML5 web analyst console
- ⌘ Supports any device and OS
- ⌘ Well-known interface
- ⌘ Responsive design
- ⌘ Available in 23 languages
- ⌘ Full workspace of work items and configuration items

Manage your daily work in Microsoft System Center Service Manager™ via a web analyst console. The responsive design supports any modern browser, device, or OS.

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Responsive HTML5 web analyst console for System Center Service Manager



Challenges

Is your organization in need of any of the following Service Manager features in a web UI?

"Optimized web access from your preferred devices"

"Organization branding"

"Direct links to work items and configuration items"

"Form customization"

"Custom console tasks"

If the answer is yes, you should definitely take a closer look at WebFront for Service Manager!

Benefits

Web Access – Access to Service Manager from any modern browser, device or OS

Well-known – The familiar interface lets users transition between full and web console without additional training

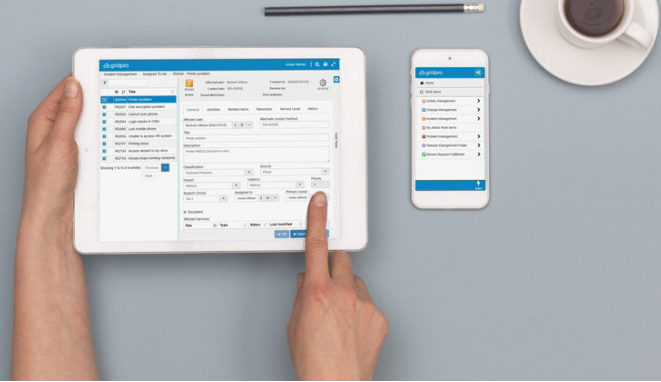
Scalable – Multiple WebFront instances can easily be setup for scalability, redundancy, and load balancing

Direct Links – Provides hyperlinks to specific work items or configuration items in email notifications or instant messages

Form Customization – Enables you to configure form customizations directly in the web browser

Multi-language Support – Available in all 23 languages supported by the Service Manager console

CTI – Optional Skype and Computer Telephony Integration



System Requirements

Operating System

- Windows Server® 2012 or later

Software Requirements

- Microsoft System Center 2012 Service Manager™ or later

Hardware Requirements

- 4-Core 2.66 GHz CPU or faster
- 8 GB of RAM or more
- 10 GB of available disk space

Recommended Client Browser

Desktop:

- Microsoft Edge 12+
- Internet Explorer 10+
- Google Chrome 55+
- Mozilla Firefox 45+
- Safari 6.0+

Mobile:

- Android 4.1+
- iOS 6.1+

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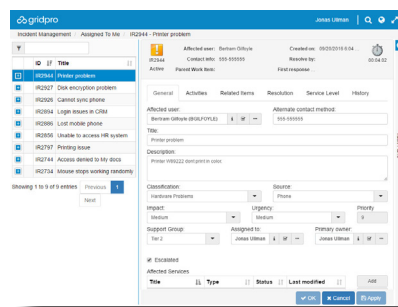
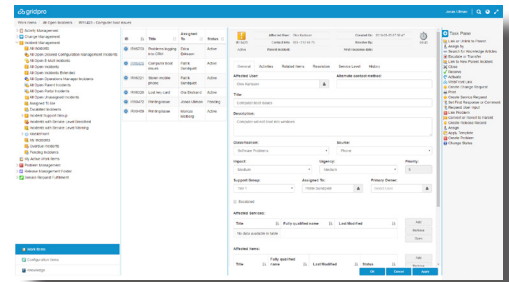
Norr tullsgatan 6
113 29 Stockholm, Sweden

Kronhusgatan 11
411 05 Gothenburg, Sweden

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Interface

Users will instantly feel comfortable when entering WebFront since it is based on the same principles as the Service Manager console. WebFront provides users with the full workspace of work items and configuration items.



Forms

WebFront brings familiar forms from the Service Manager console to your browser. When working in the forms, you have access to the common tasks you have learned to use in the Service Manager console.

Responsive Design

WebFront lets you access Service Manager from any of your preferred devices. The responsive design enhances the user experience significantly by scaling based on the browser, screen size, and orientation of the device.

