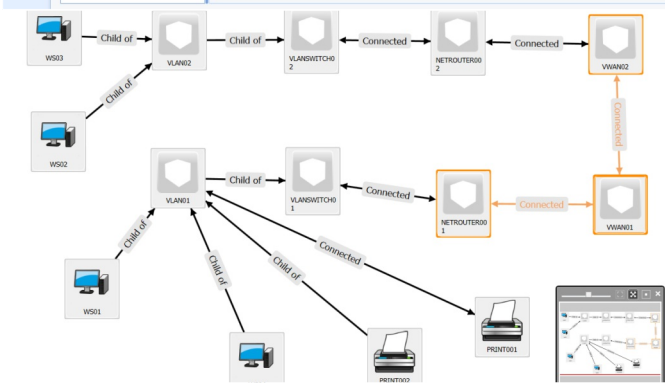
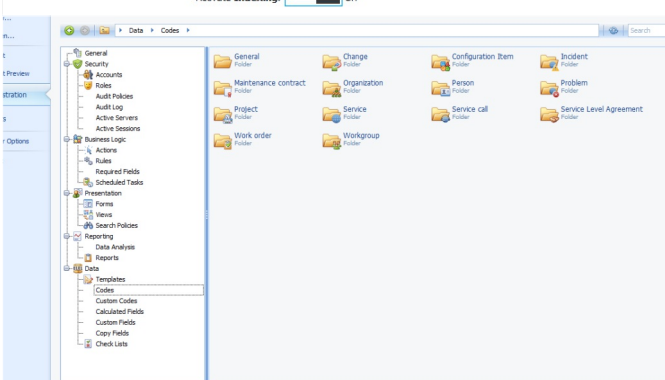
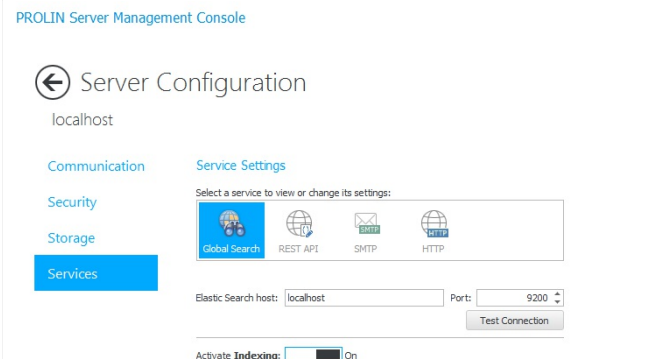
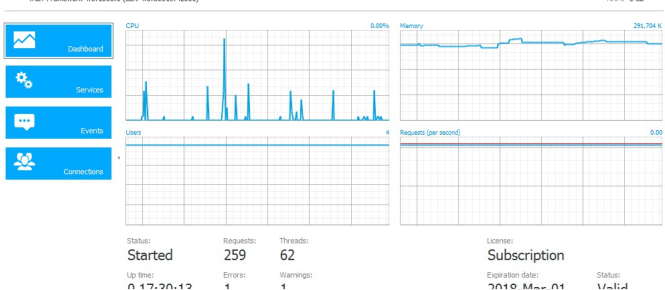
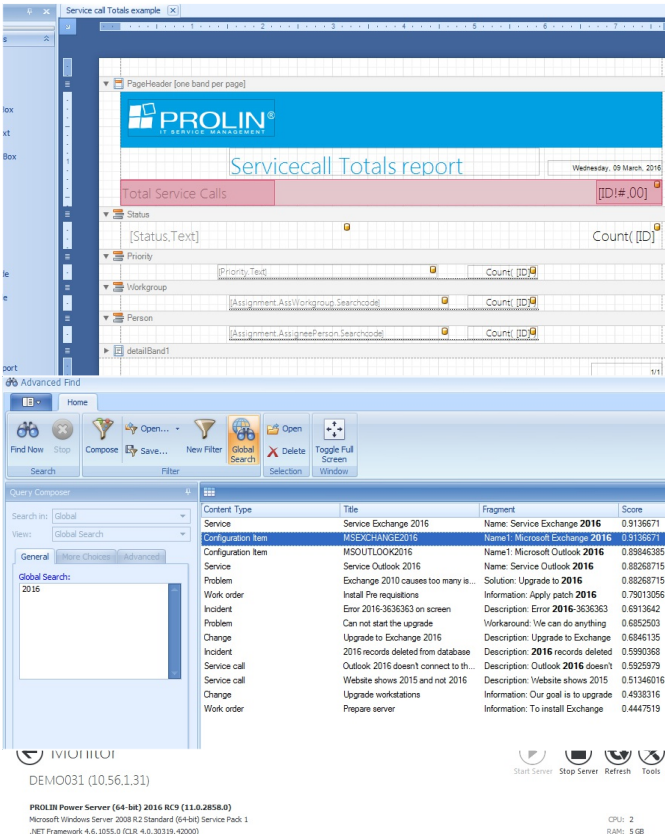




Smart Suite 2016

PROLIN's low cost ITSM solution, on premise or cloud based, is designed around a 'drag and drop' functionality so that users require no programming skills – dramatically reducing administration and management costs. The release of PROLIN Smart Suite 2016 will take customer service support to another level. It will offer new easy-to-use functionality, boost infrastructure support and upgrade performance to add real value for the whole PROLIN customer base.

No additional cost to customers



Smart Suite 2016

The new release, at no additional cost to customers, now includes:

REPORTING

A fully integrated reporting module that enables administrators to create complex reports with ease, to be shared with all end users.

GLOBAL SEARCH

Search on all text fields and attachments of specific entities like Service Call, Problem, Change, etc. in a single query. Search results are restricted by application security policy.

POWER SERVER MANAGEMENT CONSOLE

A console that allows administrators to maintain their local and remote Power Servers.

ADMIN MODULE

Based on customer feedback, the Admin module now shows improved stability and is more user friendly.

UPGRADE TO .NET 4.6.1

A Smart Suite upgrade to the newest .NET version to boost performance.

PERFORMANCE IMPROVEMENTS

Including new transport alternatives for ITP to maximize client-to-server performance.

DYNAMICALLY SIZE NEWS OF THE DAY

News of the day window sizes according to text that is shown.

CMDB EXPLORER

Having switched to a new component, this view now offers better stability and performance as well as:

- improved filtering to prevent large result sets
- improved zoom capabilities
- new print and export capabilities
- create and copy network views

PROLIN's roll-out plan will include software release planning sessions designed to introduce customers to these new features and provide initial guidance and training.

Plus, PROLIN support is ready to provide additional assistance to help maximize the return from PROLIN Smart Suite 2016. Customized training is also available should you wish to accelerate your learning curve.

More details are available in the release notes at <http://products.prolin.com>