

# SysAid Technical Presentation





# SysAid Overview



## A Global ITSM Solution Provider

Helping customers improve their IT and IT service delivery since 2002

Over 10,000 happy customers in all sectors and of all sizes

Used in more than 140 countries and available in 42 languages



## Technology Built for You

Recognized by global analyst firms such as Forrester Research and Gartner

Cloud and On-Premise versions, plus Education and MSP editions

More than 1,200 SaaS customers



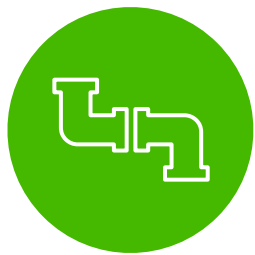
## Customer-Driven

100% driven by customers and their evolving ITSM, and wider IT management, needs

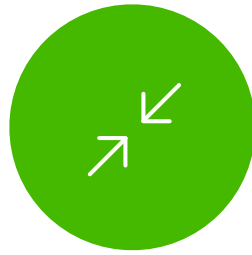
Thriving SysAid Community – with over 180,000 members

“SysAid on the Road” – you help us make SysAid even better

# Presentation Coverage



Architecture



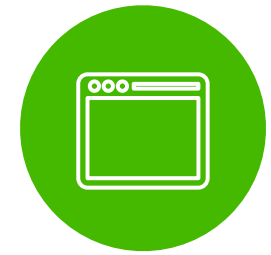
Minimum  
Requirements



SysAid  
Capabilities



SysAid Cloud



SysAid Agent



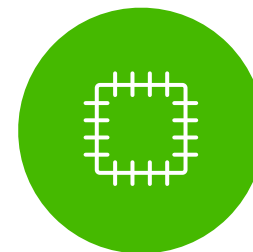
Agentless  
Discovery



Integration



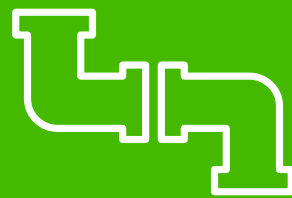
SysAid API



Patch  
Management

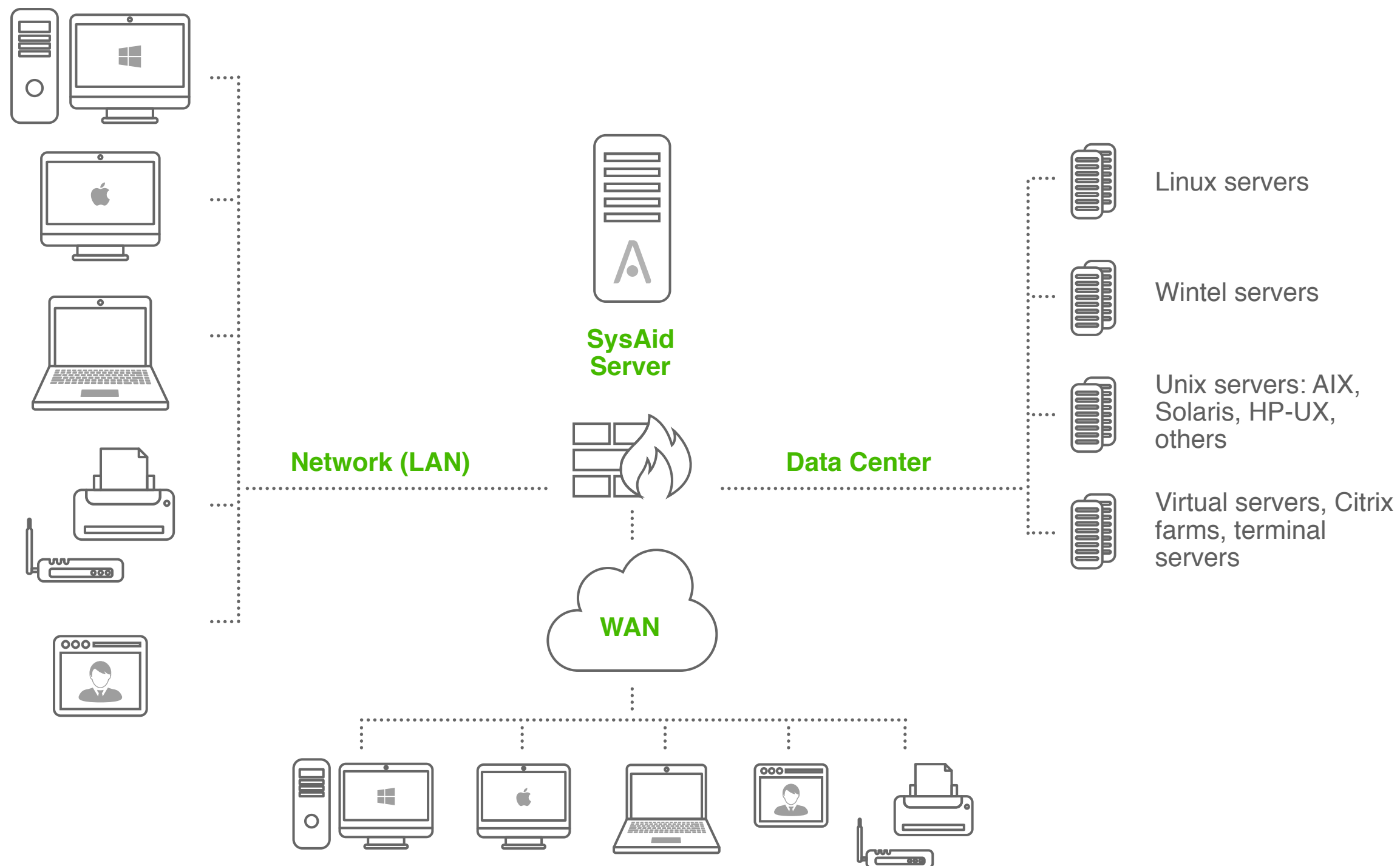


SysAid Mobile

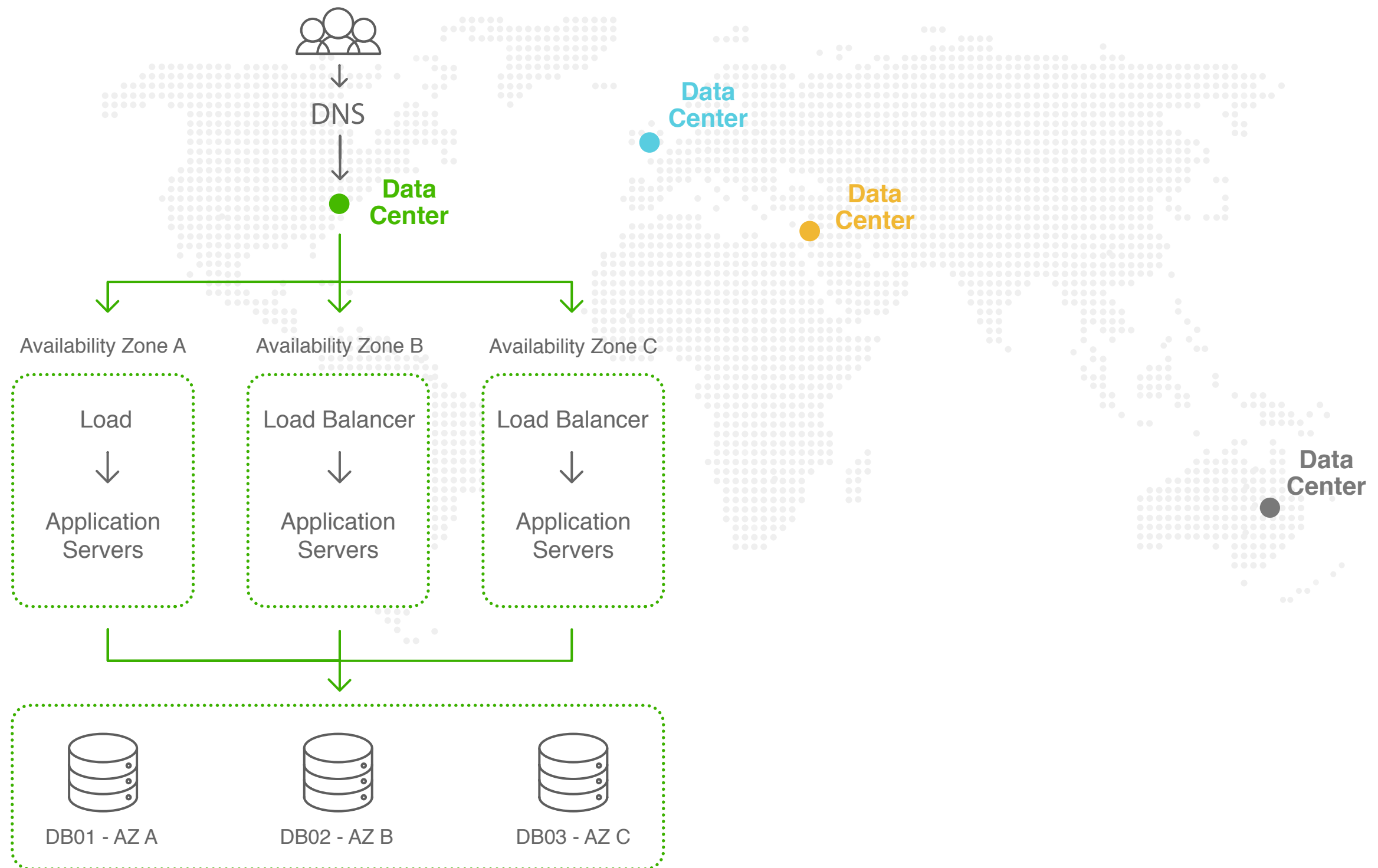


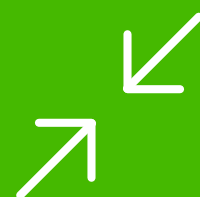
# Architecture

# SysAid On-Premise Architecture



# SysAid Cloud Architecture





# Minimum Requirements



# SysAid Server Minimum Requirements

Component	Minimum Requirement		
	Up to 500 assets	500 - 2000 assets	More than 2000 assets
Computer and processor	2.0 GHz	Dual-Core Xeon or equivalent	Quad-Core Xeon or equivalent
RAM	2 GB	2 GB	4 GB
HD space	4 GB		
Operating system* (32-bit or 64-bit)	<ul style="list-style-type: none"><li>• Windows** XP, Windows Vista, Windows 7, Windows 8, Windows Server 2003, Windows Server 2008, Windows Server 2008 R2, Windows Server 2012</li><li>• Linux*** /Unix/Mac</li></ul>		
Java version	<ul style="list-style-type: none"><li>• Included in Windows installation package</li><li>• For Linux/Unix/Mac, SUN Java 1.7 is required</li></ul>		
Tomcat version	<ul style="list-style-type: none"><li>• Included in Windows installation package</li><li>• For Linux/Unix/Mac, Tomcat 7 is required</li></ul>		
Optional Web server****	IIS, Apache (httpd)		

\* Environments with more than 2,000 assets require a 64-bit operating system

\*\* .NET Framework 2.0 SP 2 or above must be installed in order to perform network discovery

\*\*\* When the SysAid server is installed on a Linux server, the SysAid RDS is required for agent deployments

\*\*\*\* To place in front of Tomcat





# Database Server Minimum Requirements

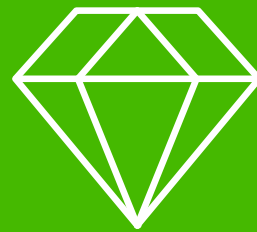
Component	Minimum Requirement		
	Up to 500 assets	500 - 2000 assets	More than 2000 assets
Computer and processor	2.0 GHz	Dual-Core Xeon or equivalent	Quad-Core Xeon or equivalent
RAM	2 GB	2 GB	1 GB for every 1000 assets
HD space	8 GB per year per 1000 assets		
Supported DBs	<ul style="list-style-type: none"><li>• MS SQL (2000, 2005, 2008, 2008R2 and 2012) Express*, Standard, and Enterprise</li><li>• MySQL 5.X</li><li>• Oracle (9i, 10g, and 11g)</li></ul>		
Operating System	According to the selected database		

\* MS SQL Express requires an additional 1 GB of RAM, and can contain up to 10 GB of data.

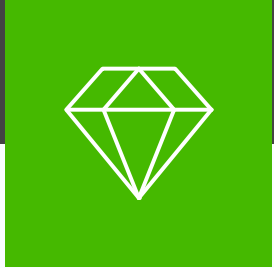


# UI Minimum Requirements

Component	Minimum Requirement
Supported browsers for end users	IE 8.0 or above, Firefox, and Chrome
Supported browsers for admins	IE 9.0 or above, Firefox, and Chrome
Display resolution	1280x1024 display or above
Remote Control using RCG, My Desktop	Requires an HTML 5 compatible browser (IE 9.0, Firefox, and Chrome)



# SysAid Capabilities



# SysAid Capabilities ITSM Edition Overview




 End-User Portal	Self Service	Knowledge Base	Password Services \$	Chat	SysAid Agent	Remote Desktop
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\$ Available at extra cost





# SysAid Capabilities ITSM Edition Overview





<div><div>End-User Portal</div></div>	Self Service	Knowledge Base	Password Services \$	Chat	SysAid Agent	Remote Desktop		
<div><div>IT Service Management</div></div>				<div><div>Asset Management &amp; IT Operations</div></div>				
Service Desk		Problem Management	Change Management	Mobile Apps	Asset Management	Network Discovery	Monitoring \$	Patch Management \$
Incident Management	Request Fulfillment	Service Level Management	CMDB	Remote Control (1 Channel)*	Hardware Inventory	Software Inventory	Remote Discovery Service	Mobile Device Management \$

\$ Available at extra cost

\* Additional channels available at extra cost



# SysAid Capabilities ITSM Edition Overview





<div><div>End-User Portal</div></div>	Self Service	Knowledge Base	Password Services \$	Chat	SysAid Agent	Remote Desktop			
<div><div>IT Service Management</div></div>				<div><div>Asset Management &amp; IT Operations</div></div>					
Service Desk		Problem Management	Change Management	Mobile Apps	Asset Management	Network Discovery	Monitoring \$	Patch Management \$	
Incident Management	Request Fulfillment	Service Level Management	CMDB	Remote Control (1 Channel)*	Hardware Inventory	Software Inventory	Remote Discovery Service	Mobile Device Management	Tasks & Projects \$
<div><div>Analytics</div></div>	Manager Dashboard \$		Admin Portal		Reporting		IT Benchmarks		

\$ Available at extra cost

\* Additional channels available at extra cost



# SysAid Capabilities ITSM Edition Overview

<div><div>End-User Portal</div></div>	Self Service	Knowledge Base	Password Services \$	Chat		SysAid Agent		Remote Desktop	
<div><div>IT Service Management</div></div>				<div><div>Asset Management &amp; IT Operations</div></div>					
Service Desk		Problem Management	Change Management	Mobile Apps	Asset Management		Network Discovery	Monitoring \$	Patch Management \$
Incident Management	Request Fulfillment	Service Level Management	CMDB	Remote Control (1 Channel)*	Hardware Inventory	Software Inventory	Remote Discovery Service	Mobile Device Management	Tasks & Projects \$
<div><div>Analytics</div></div>	Manager Dashboard \$		Admin Portal		Reporting		IT Benchmarks		
OOTB Integration: LDAP, Email, SMS, External DB, and common 3rd-party solutions.				API Integration: Telephony, ITOM, ERP, CRM, and Billing.					

\$ Available at extra cost

\* Additional channels available at extra cost

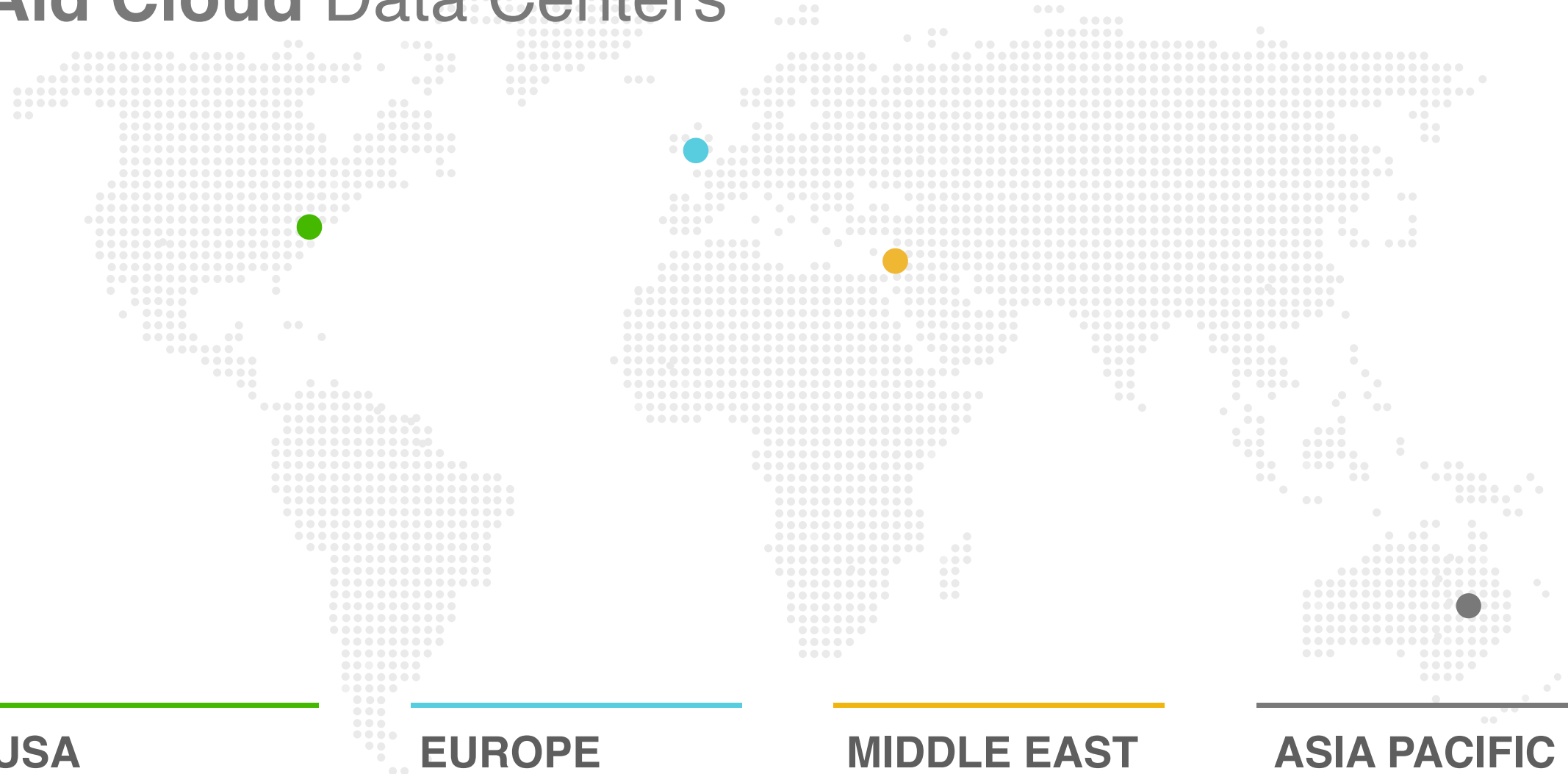


**SysAid Cloud**





# SysAid Cloud Data Centers



## USA

US-AWS is hosted on three availability zones in Virginia with Amazon Web Services.

## EUROPE

EU-AWS is hosted on three availability zones in Ireland with Amazon Web Services.

## MIDDLE EAST

IL-TC is hosted in Petach-Tikva, Israel with Triple-C.

## ASIA PACIFIC

AU-AWS is hosted on two availability zones in Sydney with Amazon Web Services.



# SysAid Cloud Security

## AWS and SysAid's Shared Compliance Responsibility

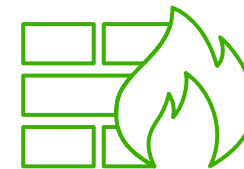
AWS operates, manages, and controls the components from the host operating system and virtualization layer, down to the physical security of the facilities in which the service operates. SysAid, like any other AWS customer, has responsibility for, and manages the:



Guest operating system  
(including updates and  
security patches)



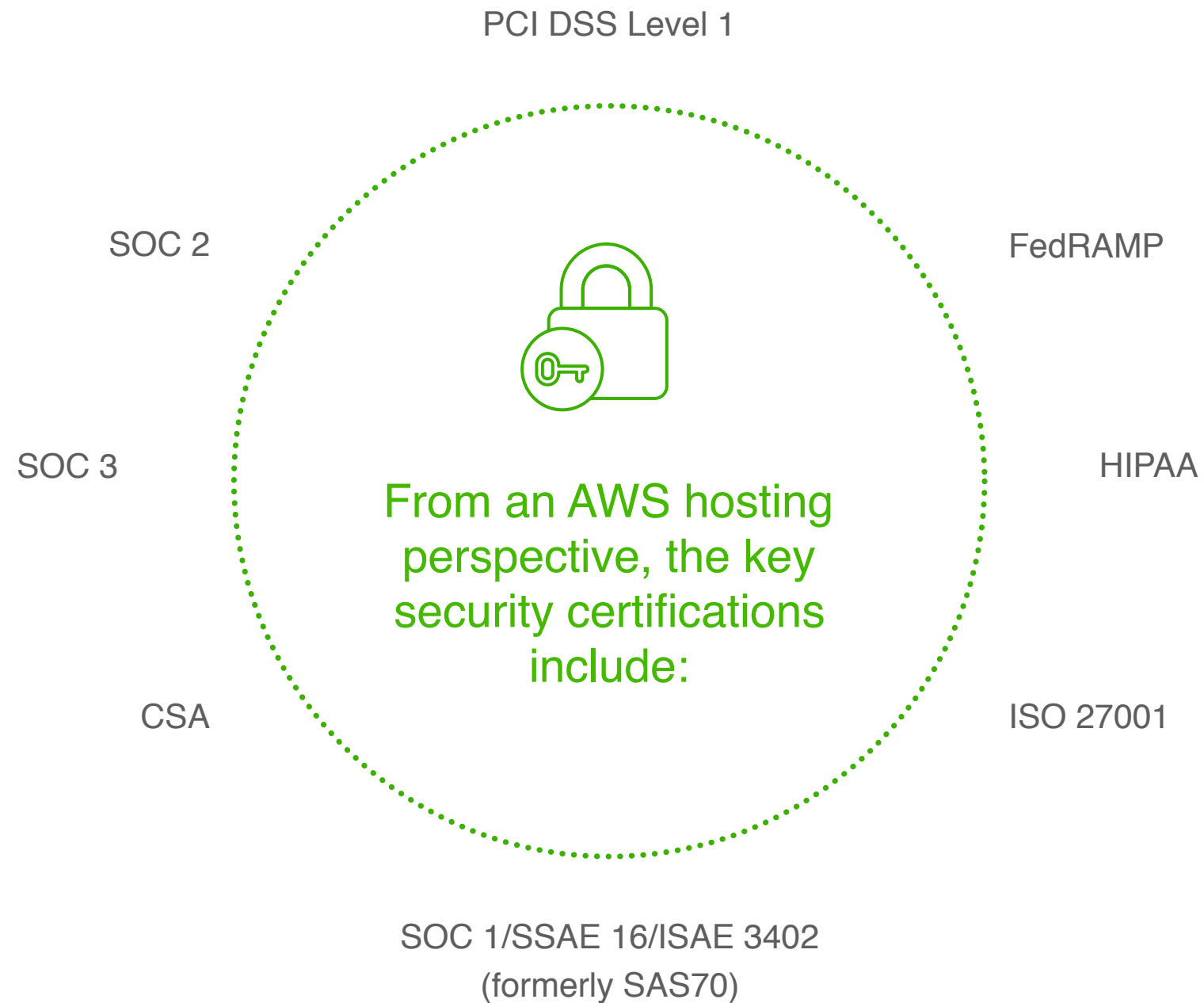
SysAid Cloud application

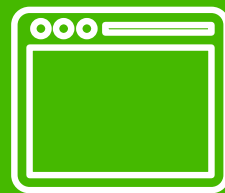


Configuration of the  
AWS-provided security  
group firewall



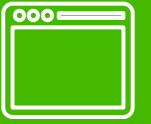
# Security & Compliance Standards





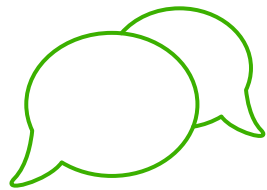
# SysAid Agent



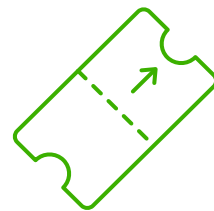


# SysAid Agent

In addition to taking a basic hardware and software inventory, the lightweight SysAid Agent provides additional capabilities. For example:



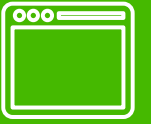
You can launch a remote control session or initiate a chat conversation directly from a service record where the asset is running the SysAid Agent.



The SysAid Agent also allows end users to automatically submit a ticket, with a captured screenshot, via a hotkey (F11).



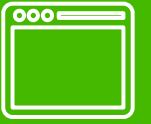
The SysAid Agent also supports monitoring, asset availability, remote control, SysAid Remote Desktop, and more.



# SysAid Agent Deployment Methods

Method	Supported OS		
	Windows	Linux	Mac
Using the built in Network Discovery Tool	✓	✓	✓
Using the SysAid Administrator Tools	✓	-	-
Using an MSI Deployment Package	✓	-	-
Using a network login script	✓	-	-
From an asset imported by a WMI scan	✓	-	-
Manually, on a per machine basis	✓	✓	✓

Before deploying the Agent, using the SysAid Deployment Tool, the following ports must be opened between the deploying computer and the target computers: TCP 139, TCP 445, UDP 137, UDP 138, and UDP 8193. After the Agent is deployed, only port 8193 needs to be kept open. (The Agent will work if this port is closed, but you'll lose certain functionality.)



# SysAid Agent Minimum Client Requirements

	Item	Requirements
Hardware	Processor	1500MHZ
	RAM	512MB
	Free disk space	50MB****
	RAM usage	For 32-bit installation 15M For 64-bit installation 20M
Software	Operating System - supports both 32-bit and 64-bit	Windows* 8, 7, Vista, XP, Server 2012, 2008, 2003 Linux/Mac** Unix, IBM's AIX, FreeBSD, Solaris, HP-UX***
	Supported browsers	IE 8.0 or above, Firefox 2.0 or above and Chrome 4.0 or above
	Screen resolution	1280x1024 display or above

\* .NET Framework 2.0 SP 2 or above is required

\*\* For inventory feature only

\*\*\* Through a third-party tool; please contact our support team for more information

\*\*\*\* To enable Patch Management capabilities, an additional 1.5GB is required



# Agentless Discovery





# Agentless Discovery

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SysAid also performs agentless network discovery, using the WMI and SNMP protocols, to obtain a full hardware and software inventory for each discovered device.



Discovery tasks are performed using SysAid's Remote Discovery Service (RDS), which can be installed remotely on any network segments that lie beyond firewalls.

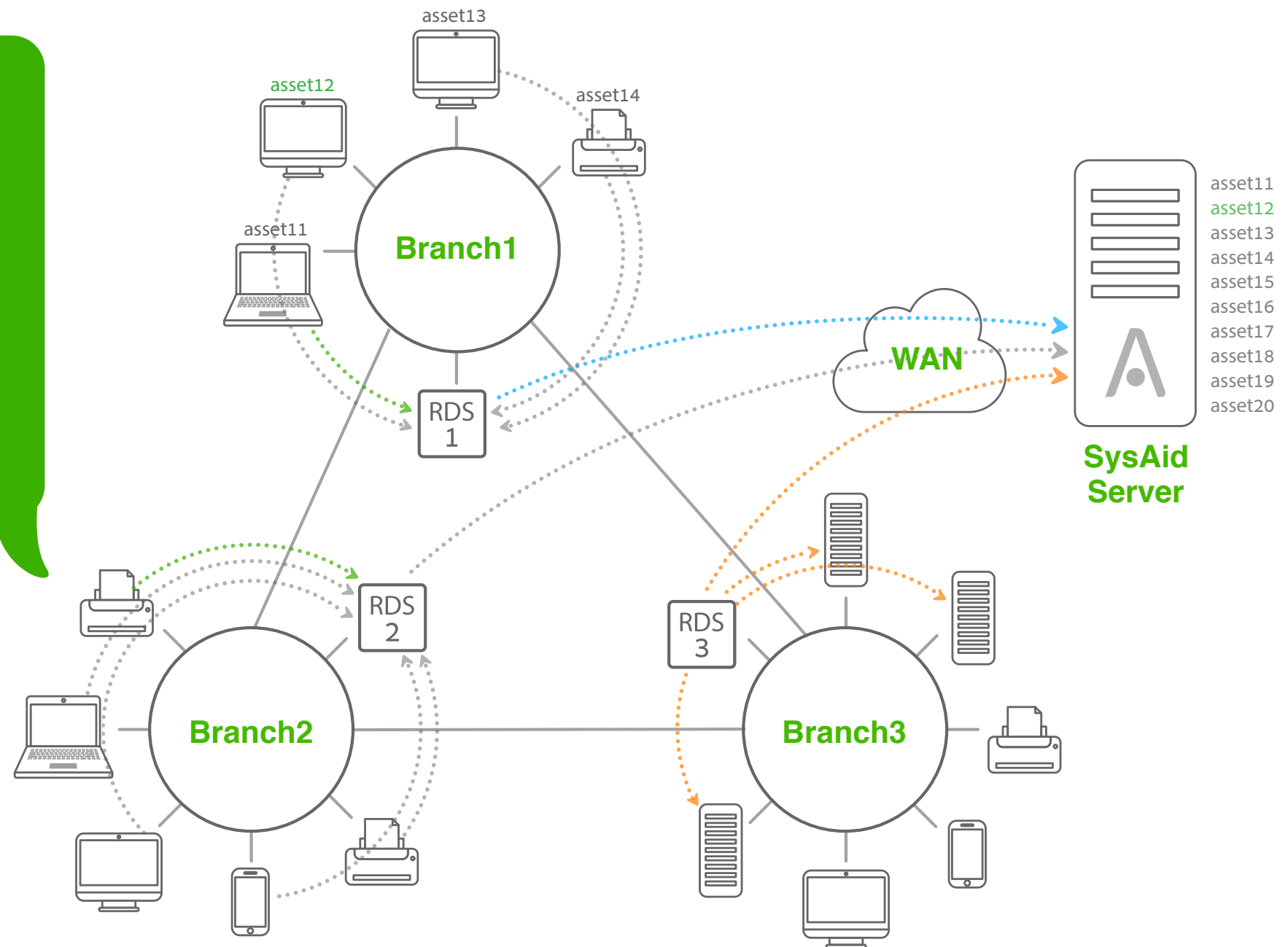


Recurring network discovery tasks can be scheduled to ensure that you always have an up-to-date picture of your network.

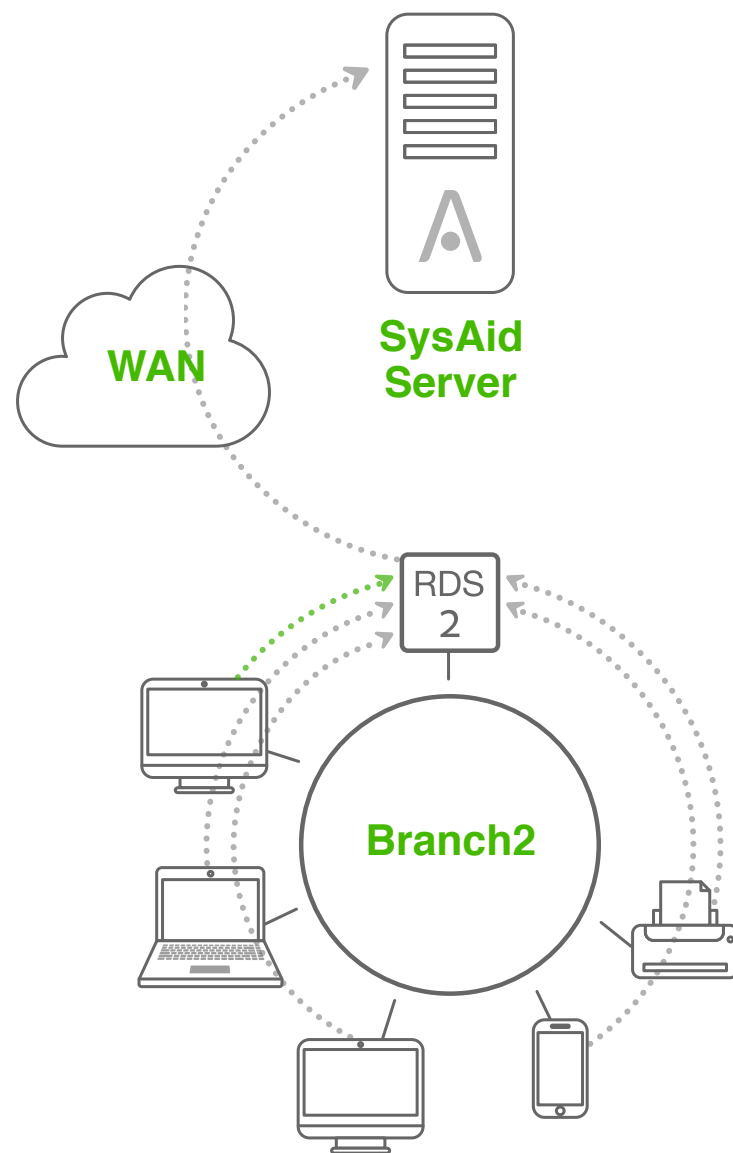


# SysAid Remote Discovery Service (RDS)

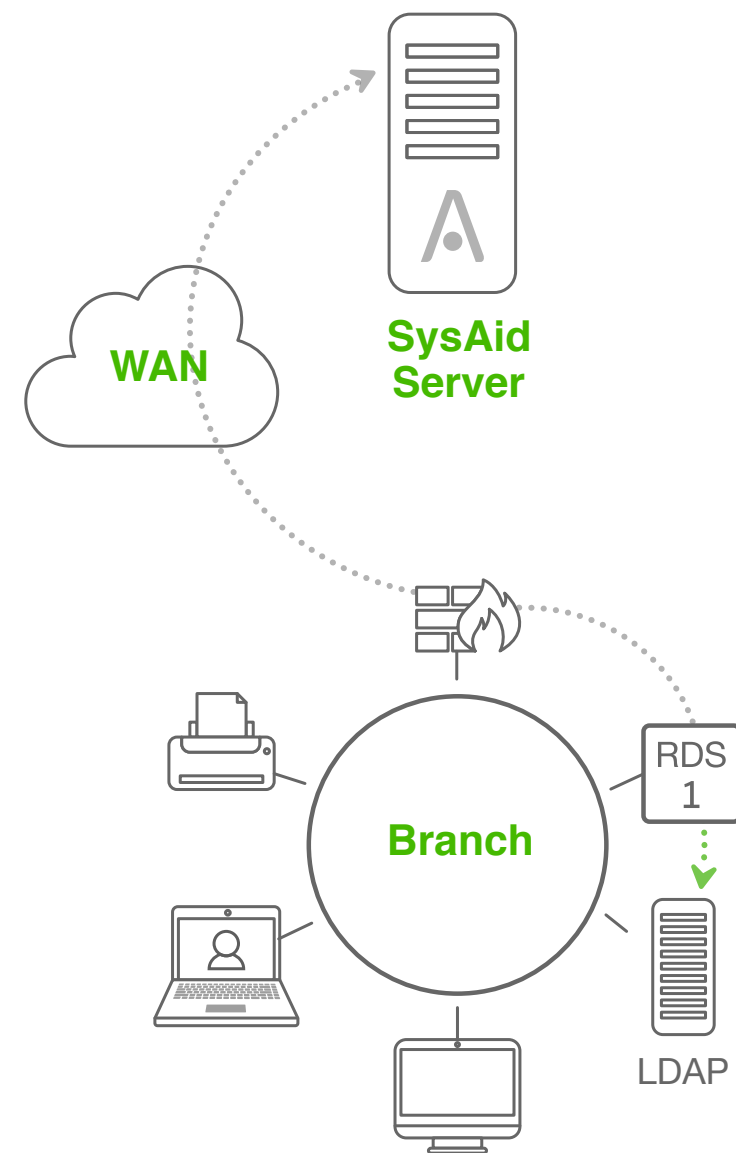
To optimize network communication in large-scale networks, and to perform discovery tasks behind firewalls, SysAid provides an RDS that acts as a proxy for the SysAid Server in remote networks



# SysAid Remote Discovery Service (RDS)



Monitoring tests performed by SysAid RDS



LDAP integration, performed by SysAid RDS



# SysAid RDS Minimum Requirements

Component	Minimum Requirement		
	Up to 500 assets	500 - 2000 assets	More than 2000 assets
Computer and processor	2.0 GHz	Dual-Core Xeon or equivalent	Quad-Core Xeon or equivalent
RAM	2 GB	2 GB	4 GB
Network connectivity	There must be a network connection available to SysAid Server		
HD space	400 MB		
Operating System	Windows* XP, Windows Vista, Windows 7, Windows 8, Windows Server 2003, Windows Server 2008, Windows Server 2008 R2		

\* .NET Framework 2.0 SP 2 or above must be installed

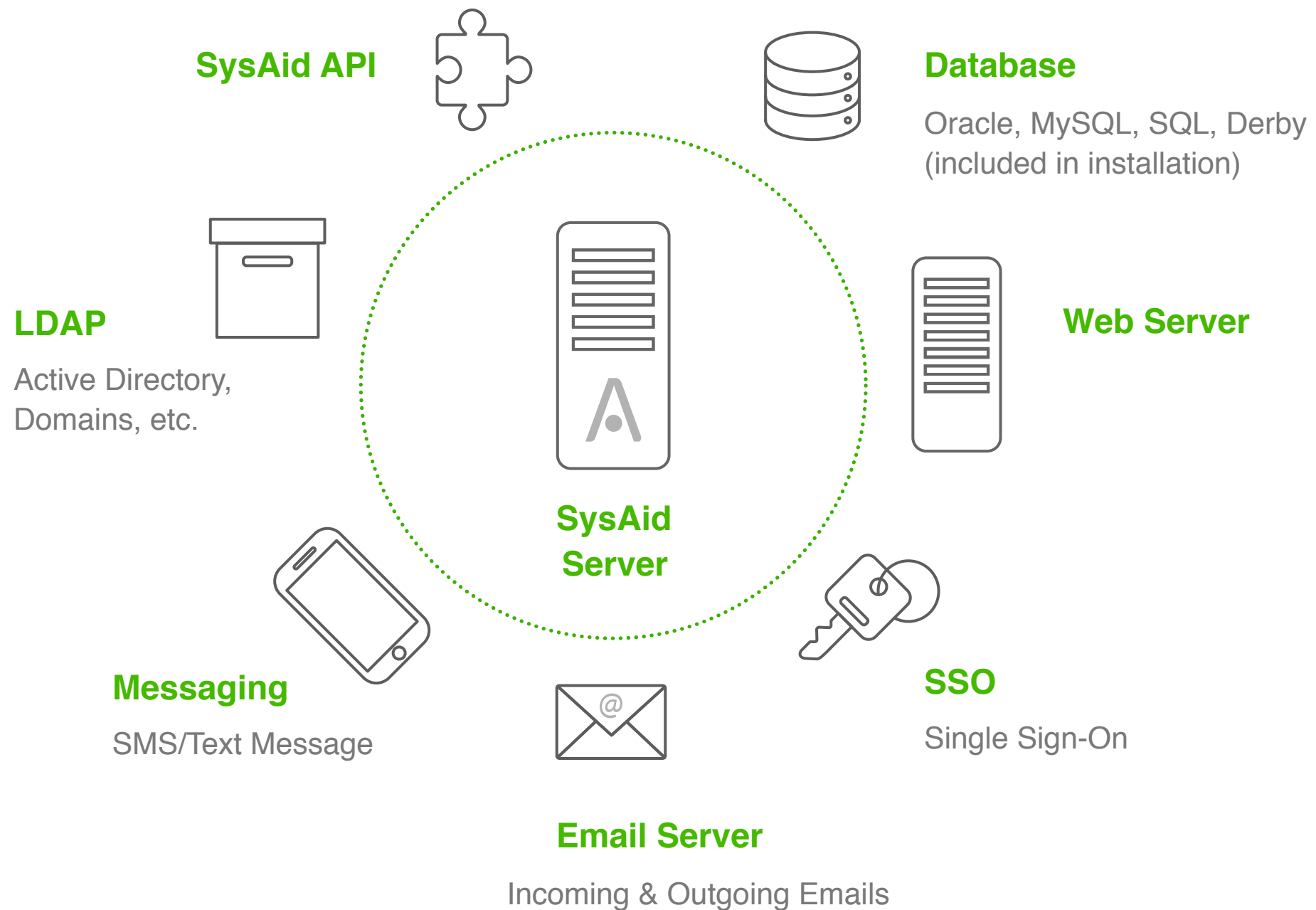
Note: For optimal performance, we recommend that branches with 20 assets or more use RDS nodes. For more information, see the [SysAid Remote Discovery Service Guide](#).



# Integration



# Integration Capabilities





# Integration Minimum Requirements

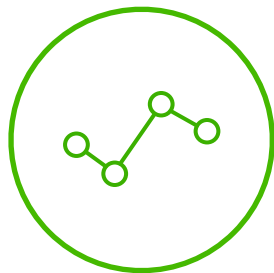
Component	Minimum Requirements
Email Outbound	SMTP/S
Email Inbound	Supported protocols: <ul style="list-style-type: none"><li>• POP3/S</li><li>• IMAP/S</li><li>• OWA (Microsoft Exchange 2007 and 2010 only)</li><li>• MAPI (Microsoft Exchange only, on local network only)</li></ul>
LDAP	Supported LDAPs: <ul style="list-style-type: none"><li>• Microsoft Active Directory (automatic configuration)</li><li>• Any LDAP based directory, e.g Open LDAP</li></ul>
API	Requires an integrated development environment (IDE) that supports generating objects from a WSDL file
SMS	<ul style="list-style-type: none"><li>• HTTP(S) account with a supported SMS gateway (Clickatell, Red Oxygen, Office Core/SMSCenter)</li><li>• Support for any other gateway that supports HTTP(S) API can be added by Professional Services</li></ul>
SSO	<ul style="list-style-type: none"><li>• Microsoft Active Directory (via NTLM and Kerberos)</li><li>• Central Authentication Services (CAS)</li></ul>
Exchange (Calendar)	Supported with OWA and MAPI protocols for Microsoft Exchange only
API	Requires iReport version 3.7.6





# Integration

And All SysAid Modules Just **Work Together**



Analytics



IT Service  
Management



End-User Portal



Asset Management &  
IT Operations



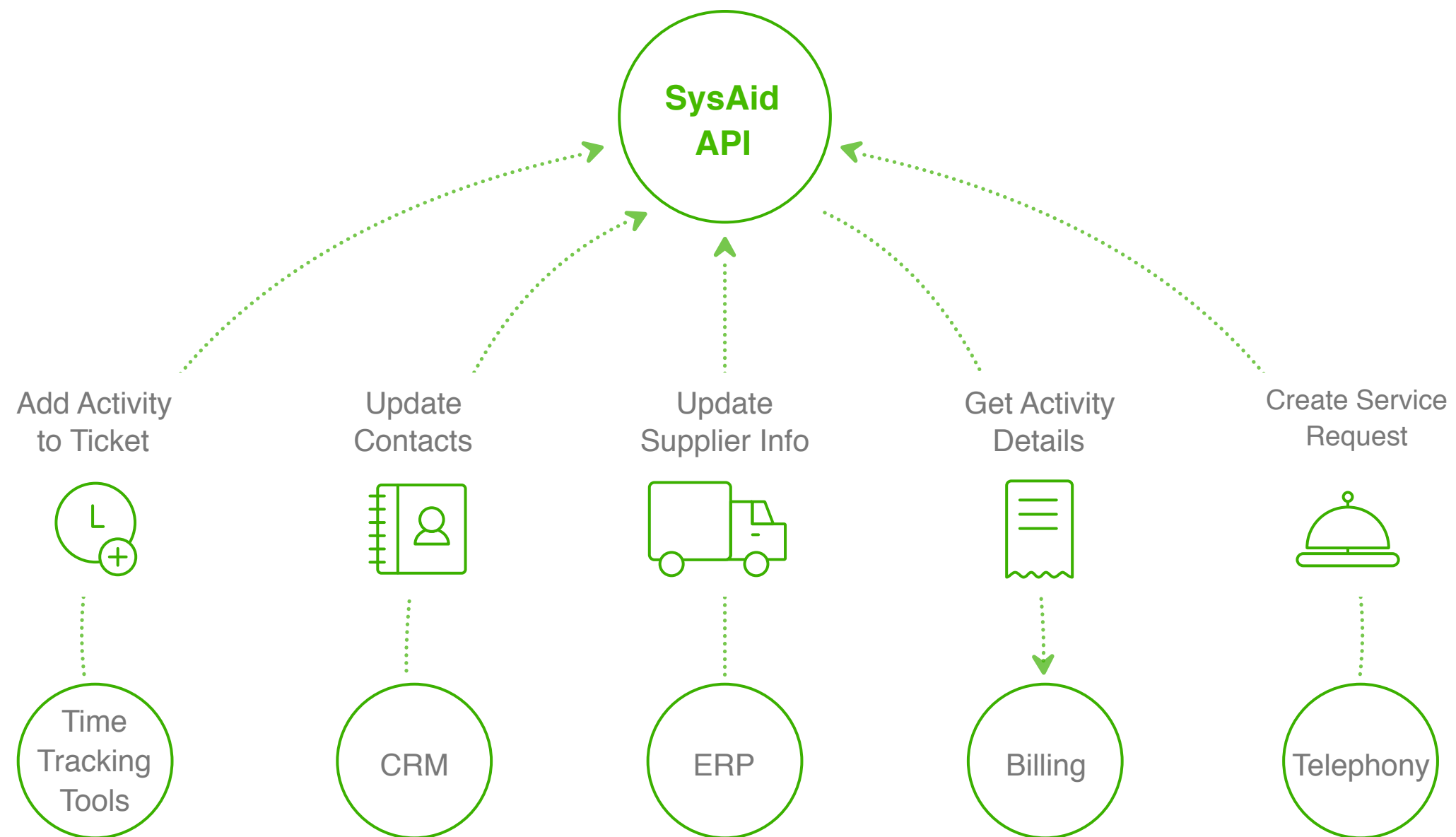
Integration

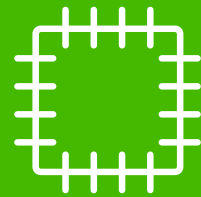


# SysAid API

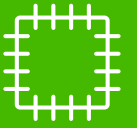


# SysAid API

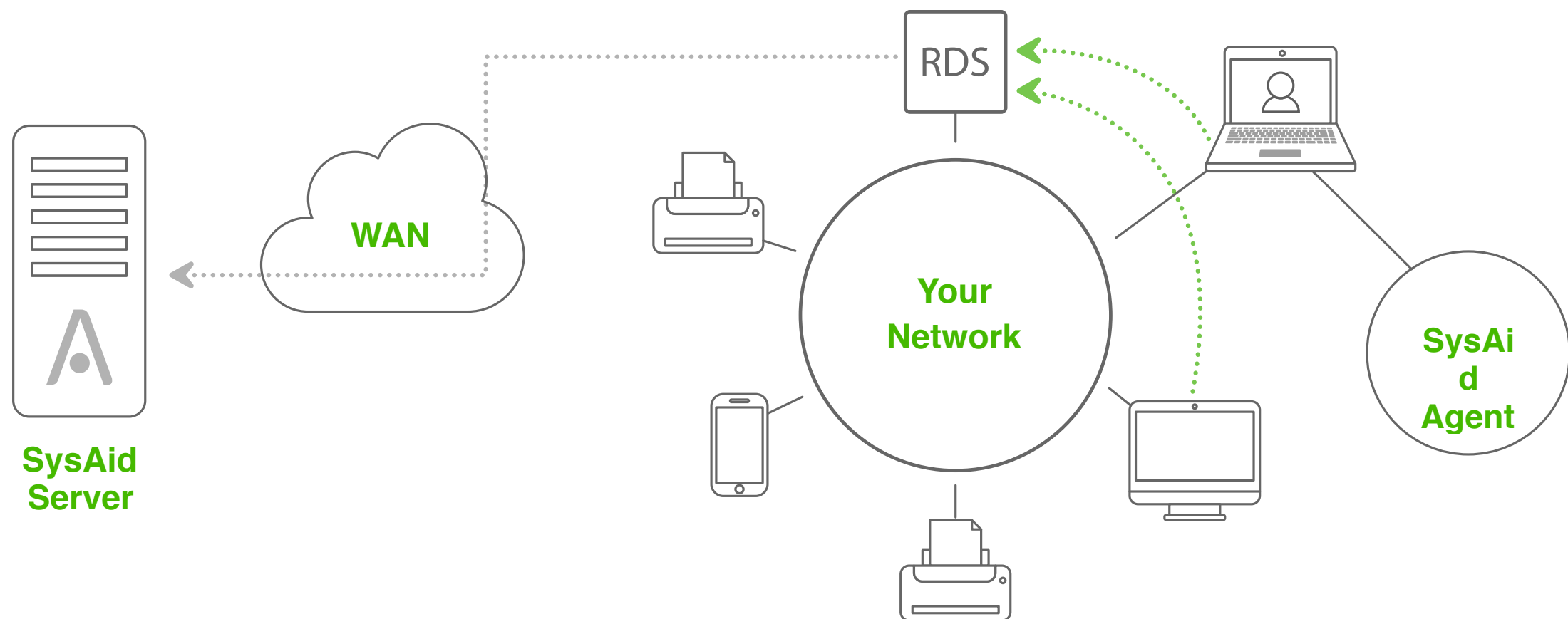


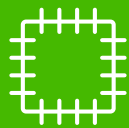


# Patch Management



# SysAid Patch Management

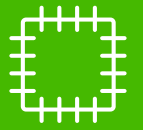




# SysAid Patch Management Minimum Requirements

Component	Minimum Requirement		
	Up to 500 assets	500 - 2000 assets	More than 2000 assets
RAM	2 GB	2 GB	4 GB
HD space	5 GB	10 GB	20 GB
Internet Connection Bandwidth	1544 kbps	1544 kbps	1544 kbps

Note: A single SysAid RDS node (or SysAid Server) can support up to 2000 Patch Management enabled assets. To enable Patch Management on more than 2000 assets, you must use additional RDS nodes.



# SysAid Patch Management Requirements Examples

## Example

# 1

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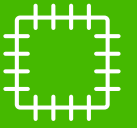
Let's say you're using the **SysAid Server** to manage **600 assets**, and **300 of them are Patch Management enabled**.



Aside from the 2 GB of RAM and 4 GB of HD space required for the SysAid Server, you'll also need an additional 4 GB of RAM and 10 GB of HD space for Patch Management capabilities.  
In total, you'll need **6 GB of RAM and 14 GB of HD space for the SysAid Server**.

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# SysAid Patch Management Requirements Examples

## Example

# 2

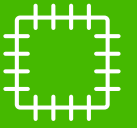
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Let's say you're using the **SysAid RDS** in one of your branches to manage **200 assets**, and **100 of them are Patch Management enabled**.

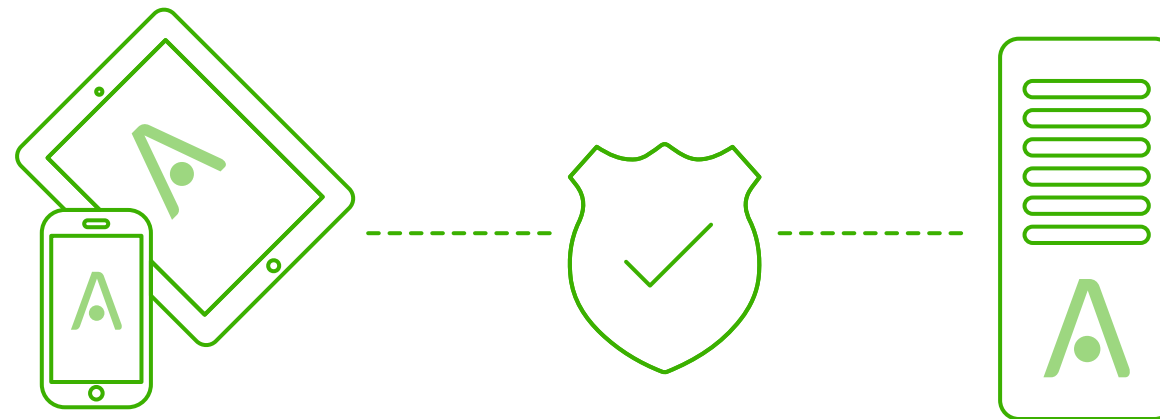


Aside from the 2 GB of RAM and 400 MB of HD space required for the RDS,  
you'll also need an additional 4 GB of RAM  
and 10 GB of HD Space for Patch Management capabilities.  
In total, you'll need **6 GB of RAM and 10.4 GB of HD space for the SysAid RDS**.

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# SysAid MDM



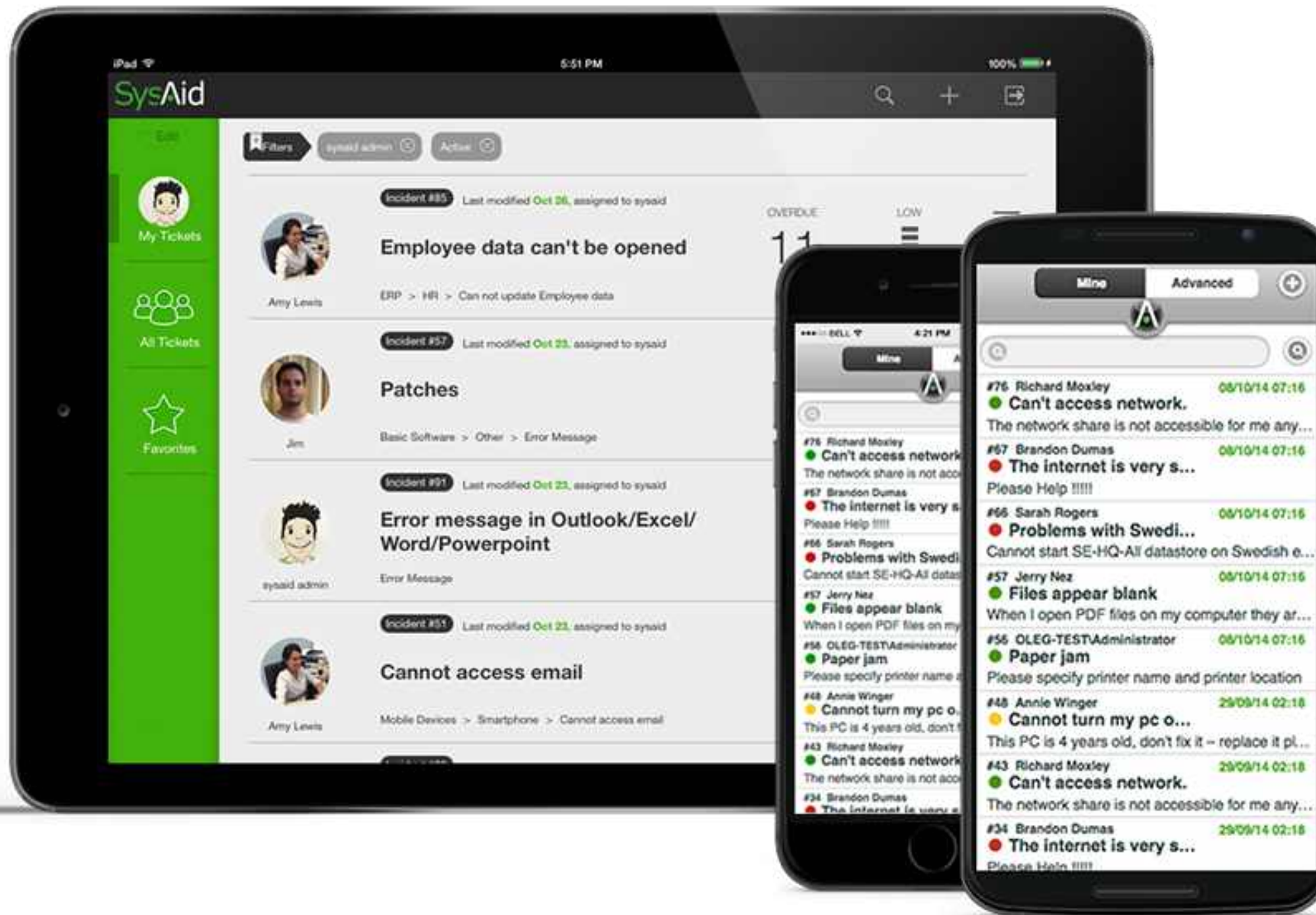
- All SysAid MDM communications between mobile devices and the SysAid Server are fully secure
- If you're using SysAid Cloud, SSL access over the Internet is already provided and you need only to generate the APNs certificate
- If you're using SysAid On-Premise, you can start using SysAid MDM as soon as you complete these security configurations
- To ensure this, SysAid MDM only functions in environments configured as follows:
  - There is SSL access to the SysAid Server using a valid, signed certificate
  - The SysAid Server is accessible from the Internet using SSL
  - For iOS, a special APNs (Apple Push Notification service) certificate has been issued and uploaded to your SysAid Server



# SysAid Mobile



# SysAid Mobile Apps Minimum Requirements



iPhone  
Version 3.1+



Android  
Version 2.2+

# Thank You

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