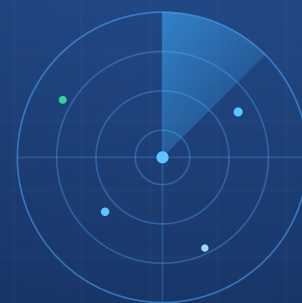


## FEATURES &amp; ADVANTAGES BROCHURE

# Enterprise ITSM built for control, visibility and secure service operations.



GrandLinks centralizes service requests, asset intelligence, SLA control, remote support, monitoring, endpoint security, governance records and reporting in one commercial-grade platform.

**Command center**

Control services across departments, sites, provinces and remote offices.

**Operational speed**

Assign, escalate, schedule and resolve work with clear ownership.

**Security readiness**

Combine access protection, endpoint visibility, monitoring and EDR insights.

**Audit control**

Track licenses, contracts, certificates, costs and expiry dates.

## HIGHLIGHTED PLATFORM PILLARS

**Help Desk**

tickets, catalogue, replies, attachments

**SLA**

targets, policies, breaches, escalation

**Assets**

CMDB, inventory, ownership, lifecycle

**Reports**

health, tickets, SLA, security, governance

**Remote Support**

SSH, VNC, commands, installs

**Monitoring**

hosts, alerts, severity, graphs

**EDR**

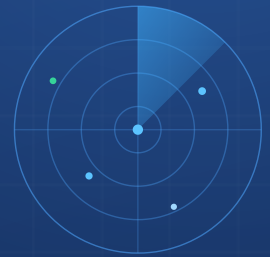
alerts, rules, agents, MITRE views

**Governance**

licenses, contracts, certificates, vendors

## SERVICE OPERATIONS &amp; ACCOUNTABILITY

## Turn service delivery into a measurable operating model.



**Focus area:** help desk execution, SLA discipline, technician workload control, dashboards and executive reporting.



### Executive & Operational Dashboards

- System health across CPU, memory, disk, updates, antivirus, errors, network and firewall
- Ticket status analytics by department and location
- Security audit cards, asset distribution and application crash / freeze highlights



### Help Desk & Service Catalogue

- Ticket inbox with search, filters, pagination, pinning and starring
- Real-time notifications, AI / natural-language search and rich ticket replies
- Attachments, assignees, catalogue assignment, SLA visibility and activity timeline



### Technician Scheduling

- Weekly calendar by technician with drag-and-drop scheduling
- Unassigned incident sidebar and ticket-linked or standalone tasks
- Hold / resume tasks, confirm calendar changes and filter by date or technician



### SLA Management

- SLA KPIs, trend charts, daily compliance and top met / breached policies
- Breakdowns by priority, urgency, department, location, status and policy
- Create policies, define conditions and configure escalation rules



### Cross-Module Reports

- Tickets by assignee, issuer, department, location and weekly status
- SLA status, breach-by-policy, department / location status and top policy reports
- Search, sorting, date filters, pagination / load-more and export capabilities

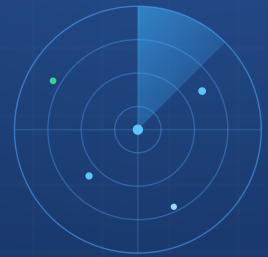
### COMMERCIAL ADVANTAGE

- Leadership receives measurable visibility instead of fragmented operational updates
- Teams work from one source of truth with clear ownership and escalation
- Service performance becomes easier to audit, manage and improve



## ASSET INTELLIGENCE, REMOTE OPERATIONS &amp; MONITORING

## Know what exists, where it is, how it performs and how to support it remotely.



**Focus area:** CMDB-based asset visibility, endpoint lifecycle, remote actions, infrastructure monitoring and device evidence.



### Asset Management / CMDB

- Asset dashboard with category overview, health trends, security status and application issues
- Computer inventory with search, filters, sorting, export and column customization
- Hardware, software, IT documentation, related tickets, alerts, event logs and change history



### Complete Inventory Coverage

- Computer, monitor, printer, software, network device and generic asset records
- SNMP and local printer inventory with filters, export and detail pages
- Map view for asset and device locations across sites



### Remote Support / Hyper Commands

- Remote software installation requests with status and history tracking
- Remote SSH for online devices and active session visibility
- Browser-based VNC remote console with device picker and toolbar controls



### Monitoring

- Zabbix-based dashboards with charts, gauges, maps and host-location widgets
- Host lists, host wizard, groups, templates and per-host performance graphs
- Active problems filtered by severity, group, tag, acknowledgement and suppression



### Endpoint Evidence & Protection

- Remote security overview with device selector and OS-aware command options
- Command history and real-time command status
- Remote screenshots, camera pictures, voice records, Wi-Fi access points and geolocation lookup

## SECURITY, GOVERNANCE &amp; ADMINISTRATION

## Control access, protect endpoints and keep governance records ready for decision-making.



**Focus area:** login protection, EDR, licenses, contracts, certificates, users, roles, integrations and licensed module visibility.



### Authentication & Access Security

- Username / password login, two-factor code and reCAPTCHA v3 validation
- License validation during login and user block after repeated failed attempts
- Password reset token valid for 30 minutes and LDAP account detection guidance



### EDR Management

- Detections, preventions, ransomware counts and severity breakdowns
- MITRE technique views, impacted endpoints, users and operating systems
- Elastic alerts, detection rules and Fleet agent inventory with filters



### Governance Records

- Dashboards for licenses, contracts and certificate KPIs
- Expiration trends, vendor and department breakdowns, status / type charts and expiring highlights
- Track vendor, product, type, quantity, owner, department, cost and certificate expiry



### User, Role & Organization Control

- User directory with create, edit, deactivate and block actions
- Role management, permissions, groups, departments, locations and computer aliases
- Multi-role permission resolution to prevent privilege escalation through role combinations



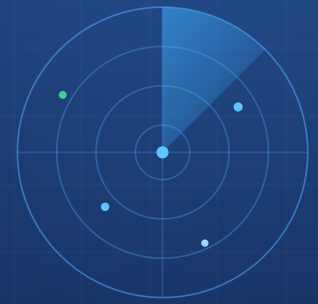
### Settings & Integrations

- Language, display mode, map style, barcode format and privacy policy settings
- Ticket assignment strategy by department or location
- LDAP, SMTP, IMAP segregation, mailbox routing, SNMP and Zabbix configuration



### License & Entitlement Visibility

- Subscription status and expiration visibility
- Licensed module entitlement view for controlled module access
- Capacity limits tied to the active license for controlled platform growth



## COMMERCIAL ADVANTAGES SUMMARY

## From dispersed IT activity to governed digital operations.

Four institutional outcomes that turn GrandLinks into a single control layer for service, assets, security and audit.

**Control**

Centralized service and asset command.

**Efficiency**

Fewer manual follow-ups and faster action.

**Security**

Endpoint, access and audit visibility.

**Sovereignty**

Operational data remains under institutional control.

GrandLinks turns dispersed IT activity into **governed digital operations** — one commercial-grade platform to **see, govern and protect** institutional services.

PULSAR