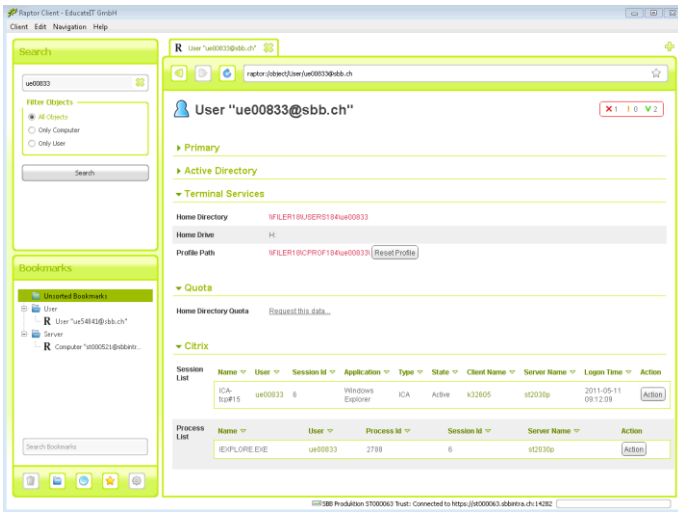# Raptor Service Desk Support System

Application

RAPTOR is a service desk software solution designed for use in Terminal Server/Citrix farms and fat client environments of all sizes. RAPTOR optimises success rates for 1st and 2nd level user support provided by the service desk.

Optimised interface

RAPTOR has been optimised for use by 1st and 2nd level support employees, who can rectify errors with minimal knowledge of technical systems and perform routine actions, such as resetting passwords.

Short reaction time

When it comes to support, a short reaction time is crucial for the user, i.e. the support employee must be able to access the relevant information within a matter of seconds. RAPTOR therefore evaluates and immediately makes available key information on the monitored servers in real time, so that the client is not kept waiting for too long.

Visual format

The way in which information is structured is highly important. Within a few seconds, RAPTOR retrieves detailed information direct from the target systems, which it displays in the same user interface. If data cannot be displayed immediately, the user can see in the background that other information is still being retrieved.

Features

- Intuitive user interface
- Rapid location of user sessions
- Fast display of relevant characteristics
- Remote user session management
- Users supported by remote control (shadowing) of user sessions
- Support with problem analysis via expert system
- Security with role-based authorisations and multi-client interface

Extensibility

RAPTOR is scalable, platform-independent and creates a stable and secure basis for communication.

With its modular concept, RAPTOR can be flexibly extended and adapted to company-specific processes and requirements. Extensions are possible for Client, Server and Agent.

Based on the core functions, modules are available for integration in Citrix, Active Directory and traditional client environments, as well as client-specific modules, in conjunction with service desk incident management.

Citrix Module

The Citrix Module opens up further information and actions in RAPTOR with the aim of supporting users in Citrix and Terminal Server environments.

User sessions and running processes on Terminal Servers are displayed and can be closed by the service desk.

Active Directory Module

The Active Directory Module represents an important addition to RAPTOR in the following ways:

User authentication is conducted by Active Directory, so that access rights to RAPTOR can also be controlled by Active Directory Groups.

Active Directory can be used as a source when searching for computers and users, while relevant information is provided from the Microsoft Directory concerning any objects identified.

OPTION CONSULTING

Raptor Service Desk Support System

System architecture

RAPTOR consists of three components:
- Client, for the Service Desk employee
- Management Agent, which collects data on the target systems
- Management Server, which administers the collected data

Client

Client provides the system user with a simple interface, which enables him to quickly find all the information that he needs. Via this interface, the user is able to search for administered objects, such as servers, clients and users within the network.

For every object found, the Service Desk employee receives an overview of all relevant information. Using this interface, he is able to perform technology or company-specific corrective actions.

Management Server

The Server saves, analyses and provides authorised clients with information from the monitored systems.

Raptor Agent

The Agent acts as a service on the monitored servers. It collects relevant information, such as registered users, sessions and running processes, which it sends to the central server for analysis.

Performance and scalability

RAPTOR has been specially optimised for high performance in large Citrix environments. Regardless of whether 10, 100 or 1000 servers are monitored, the distributed logic will not cause any bottlenecks. Only the central Management Server has to be dimensioned according to the total environment size.

Expert system

An integrated expert system makes it easy for the support employee to access an overview of the information displayed. Rules can be defined, which determine the displayed operating status ("error", "warning" or "failure-free operation") from individual or a combination of different attributes.

The results of these rules are sorted and highlighted in colour. They help the support employee to detect and evaluate error conditions.

Data protection

In order to protect the information collected by the RAPTOR System, all data is self-contained.

Communication between the Client and Management Server is encoded. The same applies for communication between individual Agents and the Server.

Reliability

In order to guarantee system reliability, the central Management Server can be operated redundantly. At the same time, each Agent has a list of monitored servers with available Management Servers. If the primary Management Server fails, all Agents automatically switch over to the secondary server.

This makes it possible to minimise down time in this type of situation. Depending on the configuration, the entire system is fully operational again within a few minutes, even if, for example, the primary server fails completely.

Granular access controls

Access to information and actions can extremely finely tuned, so that access rules can be set for groups and individual users.

The full configuration of access rights is administered centrally by the Management Server.

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