Grosvenor
TECHNOLOGY

Assist IT - Remote Diagnostic Tool

About Assist IT

Assist IT, Grosvenor Technology's remote diagnostic tool, is designed to save time and money when managing your estate of workforce management terminals. Assist IT eliminates costly site visits by allowing you to diagnose issues and add additional functionality remotely.

Remote Management

Assist IT interacts with terminals allowing our partners to remotely diagnose a range of parameters, from module revision to application performance. By interrogating logs and databases, integrators can hone in on an issue remotely, without the cost or hassle of site visits. This increases installation capacity, meaning integrators spend more time installing terminals and less time maintaining existing sites.

Internal Development team

But we don't just leave you there, integration partners can escalate issues to our internal support and development teams, who can work with you to identify missing functionality and develop solutions. We rely upon our internal development team to create long-lasting solutions to any problems end users may encounter, not to just paper over the cracks. This ensures your end user never encounters the same problem twice.

Benefits for Software Partners

• Reduce the time and cost spent on site visits
• Reduce your workload by utilising our internal support and development teams, and deliver solutions that delight rather than paper over the cracks
• Shift the balance of responsibility from you, to us, allowing you to focus on more profitable tasks

Benefits for End Users

• Minimise the impact of any missing functionalities encountered, ensuring smooth running of your organisation
• Quick solutions to your suit your needs
• Deliver additional features to your organisation quickly

Assist IT in Action

Challenge:

Clocking data from the terminal is not reaching the time and attendance software. Payroll needs to run by the end of the day to ensure all staff are paid on time.

Solution:

With the use of Assist IT, this problem can be solved quickly and easily.

Staff can alert the support department of this issue through the terminal interface. This allows the support representative to remotely access the terminal through Assist IT.

The representative can see that the terminal is attempting to send the clocking data to the T&A software. The log reports that the terminal cannot resolve the configured host name of the T&A software server. The call is escalated to the IT helpdesk who check DNS and discover the DNS record has not been replicated which is easily fixed by the IT team.

The terminal then retries to push the unsent data and is now successful. The clocking data has now reached the server and payroll can be completed less than an hour after the issue was reported. Without the need for the support representative to leave her desk and without a costly site visit.