TechSafe Solve

A self-service portal that simplifies device support.



Who it's for

- IT Service Desk Manager
- End User Computing Manager
- IT Asset Manager

What it does

Gives every team the tools to search, diagnose and act on devices, without deep MDM knowledge or lengthy retraining.

Key features

- Device Health Checker with recommended fixes
- Fast device search
- Real-time inventory: hardware, software, patch levels
- Custom at-a-glance dashboard
- Works with MaaS360, Intune and other MDM/UEM platforms

Business outcomes

- **Faster issue resolution**
- **Wider team enablement**
- **Complete device visibility**
- **Freedom to change platforms**

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How TechSafe Solve simplifies device support

A self-service portal that puts device search, diagnostics and visibility in your teams' hands.

1

Search

Find any user's device in seconds with powerful device search.

2

Diagnose

Run the Device Health Checker to spot issues and get recommended fixes.

3

Inventory

See who has which device, its software, hardware and patch levels.

4

Act

Troubleshoot and take action from one dashboard, without deep MDM expertise.

Result: faster fixes, clearer visibility and less reliance on MDM specialists.

Use Case 1: Faster Device Troubleshooting



Business Challenge

Support teams struggle to pinpoint why a device is misbehaving, so simple issues take too long to fix. This results in:

- Long resolution times
- Repeated escalations
- Frustrated users
- Rising support costs

Who Cares?

- IT Service Desk Manager
- Service Delivery Manager
- End User Computing Manager
- Desktop Support Lead
- CIO

How TechSafe Helps

- Device Health Checker diagnostics
- Summary of issues and risks found
- Recommended fixes
- Faster, smarter debugging

Business Outcomes

- Faster issue resolution
- Fewer escalations
- Reduced support costs
- Better user experience

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Use Case 2: Self-Service Device Search & Action



Business Challenge

Only a few MDM specialists can find devices and take action, creating bottlenecks for the wider business. This results in:

- Dependence on specialists
- Slow device requests
- Delayed troubleshooting
- Extra training effort

Who Cares?

- IT Operations Manager
- Service Delivery Manager
- Field Operations Manager
- Head of Technology
- IT Service Desk Manager

How TechSafe Helps

- Simple self-service portal
- Quick device search
- Review compliance without MDM expertise
- Troubleshoot and take actions

Business Outcomes

- Wider team enablement
- Quicker support actions
- Less specialist dependency
- Lower training overhead

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Use Case 3: Real-Time Inventory & Cross-Platform Visibility



Business Challenge

Device data sits across MDM platforms and tools, making it hard to see what is deployed and in what state. This results in:

- Incomplete inventory
- Unknown patch levels
- Platform lock-in
- Retraining on change

Who Cares?

- IT Asset Manager
- Infrastructure Manager
- Endpoint Manager
- IT Operations Manager
- CIO

How TechSafe Helps

- Real-time device inventory
- Hardware, software and patch detail
- Custom at-a-glance dashboard
- Works across leading MDM/UEM platforms

Business Outcomes

- Complete device visibility
- Informed decisions
- Freedom to change platforms
- Better operational control

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Who Buys TechSafe Solve?

Executive Buyer

- CIO
- Head of Technology
- Director ICT
- Head of Service Delivery

Operational Buyer

- IT Service Desk Manager
- IT Operations Manager
- Service Delivery Manager
- EUC Manager

Technical Buyer

- Endpoint Manager
- Desktop Support Lead
- Asset Manager
- Infrastructure Manager

Key message: TechSafe Solve gives support, operations and technical teams a simple self-service view of the device fleet, so issues are found and fixed faster.

Industries We Help

Healthcare

Help clinical and mobile teams get devices diagnosed and back in service quickly.

Aged Care

Let support staff resolve frontline carers' device issues without specialist help.

Government

Gain consistent visibility of devices across distributed agencies and workforces.

Utilities

Search, troubleshoot and act on field worker devices remotely.

Telco

Streamline support and inventory across large device fleets.

Enterprise

Support multiple MDM platforms with one simple, consistent portal.

Why TechSafe Solve

Faster Support

Diagnose device issues quickly with the Device Health Checker.

Get recommended fixes without escalating every ticket.

Visibility for All

Let every team review compliance, search devices and take action.

No deep MDM technical knowledge required.

Platform Freedom

Connect to leading MDM/UEM platforms such as MaaS360 and Intune.

Change platforms without weeks of retraining.

TechSafe Solve is a self-service portal that gives your teams simple, cross-platform control of every device.

Next Steps

Three steps to put device support in your teams' hands.

1

Book a Solve demo

See the portal, Health Checker and dashboard in action with our team.

2

Connect your platform

Link Solve to your existing MDM/UEM platform, such as MaaS360 or Intune.

3

Empower your teams

Give service desk and operations teams self-service search, diagnostics and actions.

Talk to the TechSafe team to start simplifying device support.