gb advisors

Leading software solutions

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GB Advisors is a Leading Software Solutions company devoted to the advisory and implementation of ITSM and Digital Security solutions. GB Advisors holds a client portfolio of more than 400 customers in over 30 countries in the USA, Latin America and the Caribbean.

Why is GB Advisors your best choice in software innovation?

• State-of-the-art technology
• Full guarantee
• Complete assessment
• Competitive Prices
• Continuous training

Fully licensed

As international authorized resellers in leading software solutions, we count on every license to use our strategic partner's brands.

Freshworks, AT&T Cybersecurity, BeyondTrust, ServiceNow, Acunetix, Vtiger and monday.com rely on our expertise to bring you their products, and assist you in everything you need.

Cybersecurity
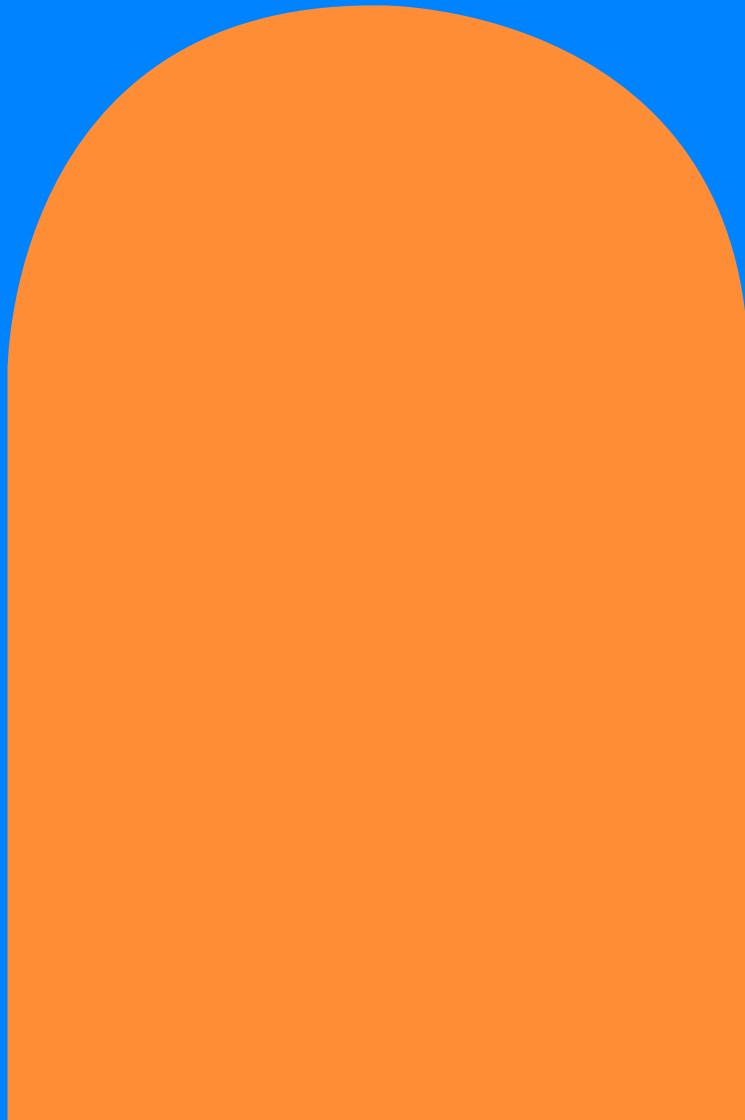
Web Application Scans (WAS)

• Acunetix: Web Vulnerability Scanner

With acunetix you can have an automated tool for web application security capable of scanning any website and detect vulnerabilities such as SQL injection, cross site scripting and XSS attacks.

SIEMs

• Alienvault USM (AT&T Cybersecurity)

Traditional SIEM solutions promise to provide what you need regarding the ultimate security systems – but the path to get there is one that most of us can't afford. Alienvault Unified Security Management™ (USM) now AT&T cibersecurity, is an all-in-one platform designed to provide and guarantee complete defense to mid-market enterprises against today's security threats, at a reasonable price.
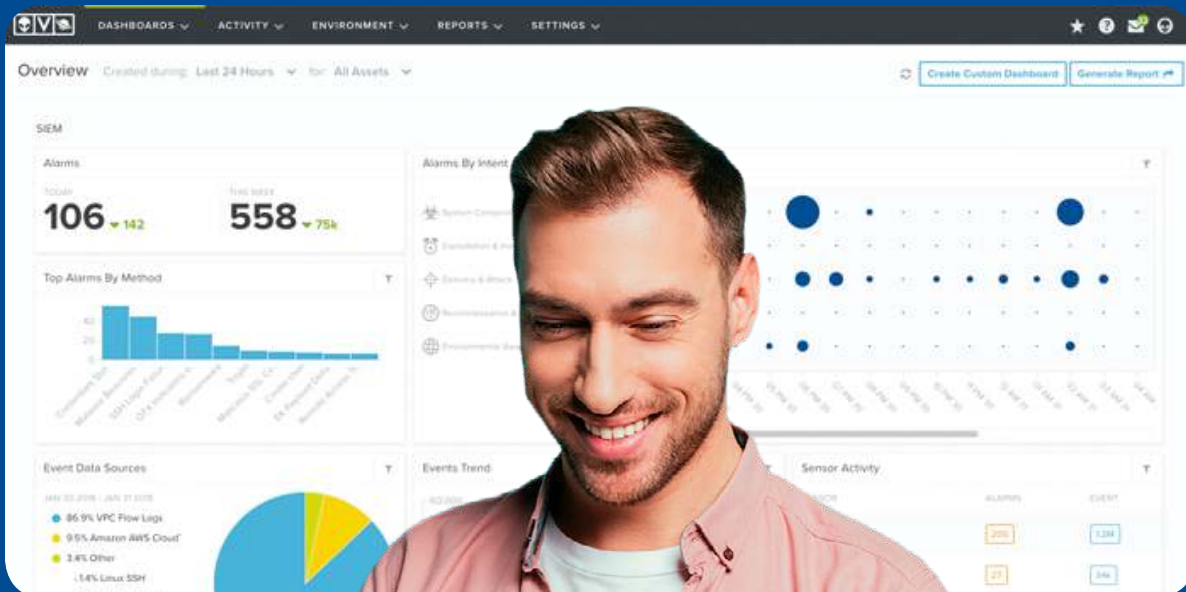
Remote Access
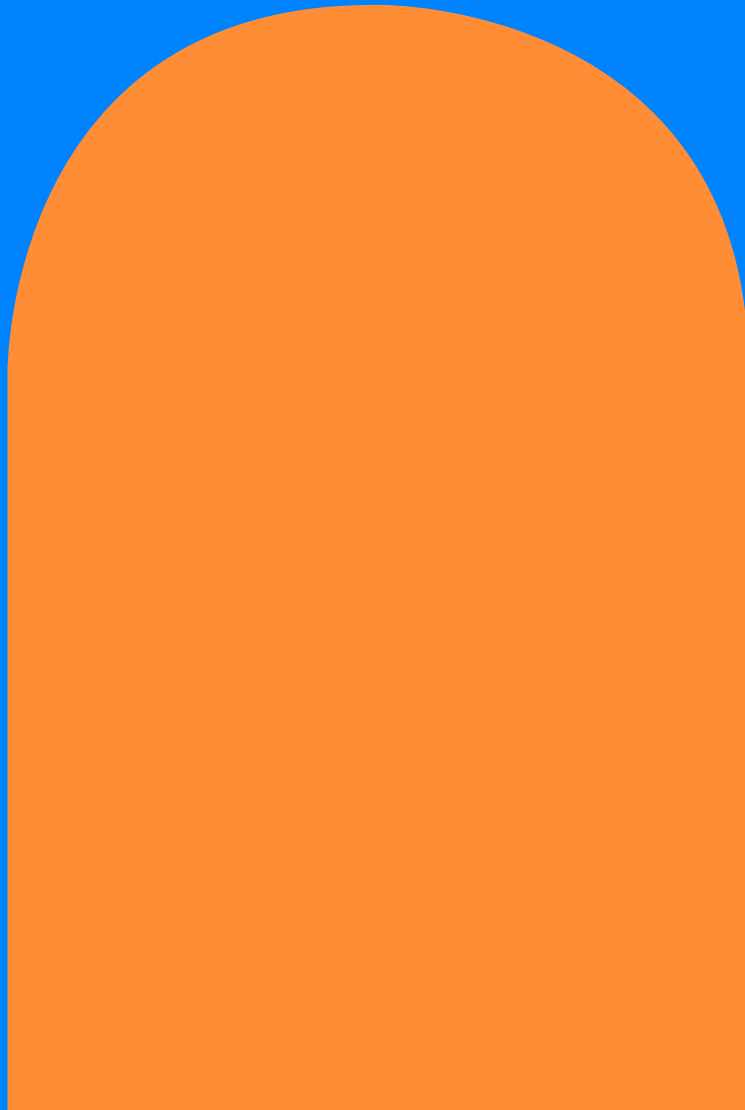
• BeyondTrust Secure Remote Access

Gain total control over data security while offering quality service. All through this solution that pioneered the introduction of an appliance-based approach to remote support.

With BeyondTrust - Secure Remote Access you can integrate remote support with identity management, and also audit access information to ensure the security of your customers' data without losing efficiency in your processes.

• BeyondTrust Privileged Remote Access

With this solution you can efficiently manage the access privileges of internal and external users of the company to eliminate predominant threat vectors and protect your systems.
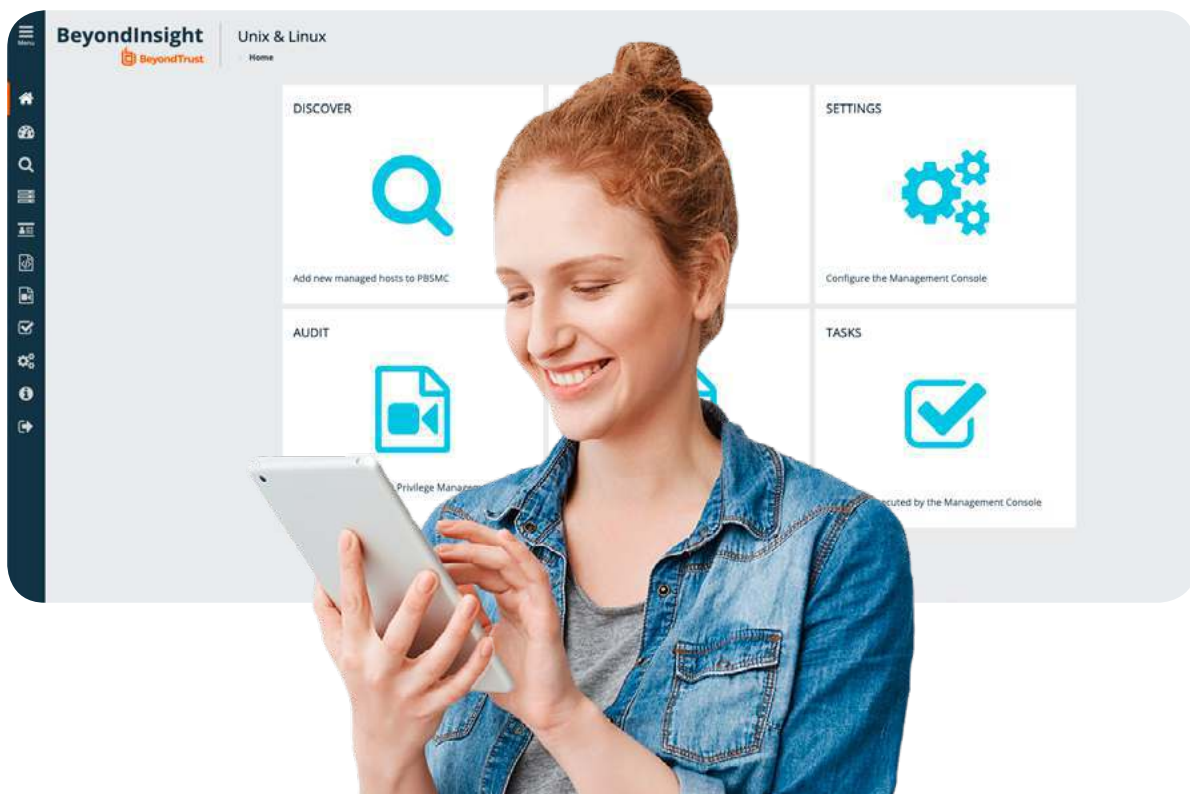
Privilege & Credential Management

• BeyondTrust Endpoint Privilege Management

Cybercriminals' tactics are becoming more sophisticated. However, we are ahead of the game. BOMGAR evolves to BeyondTrust, to offer you more and better Secure Access solutions. Security needs to be transformed at the same pace as technologies, and here is where BeyondTrust highlights:

- Privileged access management.
- Privileged session and passwords control.
- Changes auditing and control.
- Vulnerability Monitoring and Remote Support.

• BeyondTrust Password Safe

BeyoundTrust provides you with Remote Support, Encryption and Security capabilities to protect your digital assets.

This solution incorporates your systems and tools to your Remote Desktop and Key Management service and ensures end-to-end protection of your security codes and keys.

• BeyondTrust DevOps Secrets Safe

Securing and managing the credentials of the company's development and operations teams has never been easier thanks to BeyondTrust - DevOps Secrets Safe. Reduce security risks and ensure regulatory compliance without affecting the agility of processes, through this effective tool.

ITSM
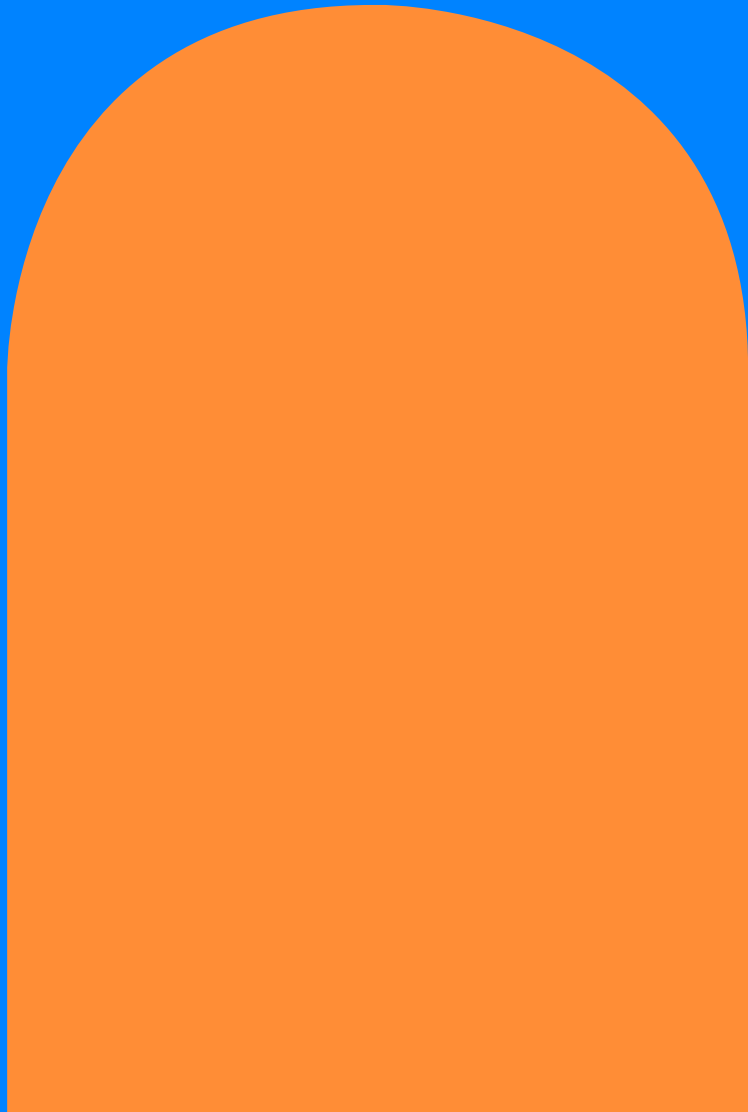
• Freshservice: ITIL Service Desk

Freshservice is a simple yet powerful ITIL solution that not only automates your IT tasks but is also fun to use.

With core functionalities like incident, problem, change, service catalog, release and asset management, Freshservice ITIL Service Desk has been able to position itself as a go-to resource for businesses of all sizes.

• ServiceNow

This company has specialized in developing ITSM software for operations management (ITOM) and business management (ITBM) in order to automate and optimize your workflows through AI.

With ServiceNow functionalities you are able to:

- Predict potential operational drawbacks.
- Offer quality customer service, thanks to your virtual agents.
- Simplify and accelerate the completion of your tasks.
- Empower your employees and customers with self-service options.

ITSM

Project and Service Management

• monday.com

monday.com is the ideal platform to centralize the management of all areas of your organization (regardless of size).

Increase efficiency by automating workflows and monitoring each area, project, or task from the platform. Keep track of performance in real-time and make data-driven decisions.

Which areas can you manage from monday.com?

- Human Resources
- IT
- Marketing
- Sales
- Projects
- Software development
- Design
- Operations

Centralized management for specific use cases

1. monday dev
This product will allow you to enjoy all the advantages of monday.com while focusing on the software development department.

Main features

- Automatic task assignment
- Automated workflows
- GitHub integration
- Gantt charts
- Granular log auditing
- Service Level Agreement for uptime
- Test, bug, and release management
- Development roadmap

2. monday sales CRM

Manage the sales department of your company with this sales-focused CRM and improve your conversion rate.

Main features

- Customer database management
- Automated workflows
- Automated sales sequences
- Automatic assignment of sales agents
- Customer activity and interaction management
- Invoice generation
- Integration with your email platform

3. monday marketer

Manage all aspects of your marketing department and enhance the quality of your campaigns. Get more qualified leads for your sales team and convert more.

Main features
- Marketing calendar creation
- Event management and planning
- Email marketing management
- Social media management
- Ads campaign management
- HubSpot integration
- Product launches
- Digital asset management
- Integration with design tools
- Automated workflows

4. monday projects

With monday projects you can manage any project taking place in your organization, classifying it by area and automating actions to optimize processes and reach the goal faster.

Main features
- Customizable dashboards
- Automated workflows
- Portfolio management
- Risk log and management
- Workload management
- Resource management
- Dashboard creation and customization
- Extensive integration capabilities

Customer Management

CRMs

• Vtiger CRM

This open source software has everything sales and support teams need to improve customer relationships, meet their needs and increase revenue.

Vtiger has features that allow you to track the entire sales cycle, generate reports and monitor agent performance. You can also use it to manage customer support requests to respond to them more effectively.

• Freshsales

Designed to provide your sales staff with an integrated and powerful tool to optimize customer relationships.

This CRM was conceived to incorporate the advantages of traditional customer interaction channels (email, chat and phone calls), and the advantages offered by websites. All with the objective of improving both your sales and the user experience.

Chatbots

• Freshchat: Live Chat And Engagement Software

Boost your HelpDesk, increase the volume and quality of your leads and get satisfied customers. Thanks to this messaging tool that goes beyond traditional messaging software, by making available to you, a set of highly useful features:

- Priority inbox.
- Segmentation of users.
- In-app campaigns.
- Customized bots workflow.
- Mobile applications for all team members.
- Friendly interface.

• AI Freddy

Use Freddy's artificial intelligence-based technology to optimize your customers' experience and your employees' productivity.

Automate responses, make better decisions, build customer engagement and work smarter by using Freddy.

PBX

• Freshdesk Contact Center: Cloud Call Center

Get all the benefits of a complete, high-tech phone system without the associated costs of maintenance or changes in the infrastructure of your organization. With Freshdesk Contact Center you will have access to a Cloud Call Center that will allow you to improve interactions with your customers with highly functional features such as:

- Call Recorder
- Shared lines
- Centralized panel
- History of customer interactions

Human Resource Management

• Freshteam: Recruitment Software

Freshteam is a recruitment software aimed at streamlining the process of attracting talent in organizations. Forget about investing an enormous amount of time in finding new personnel for your company. With Freshteam you will have the chance to:

- Carry out a multichannel diffusion of your job offers.
- Easy manage your candidates' applications.
- Use data analysis to select the most qualified candidate.

Helpdesk & Customer Management
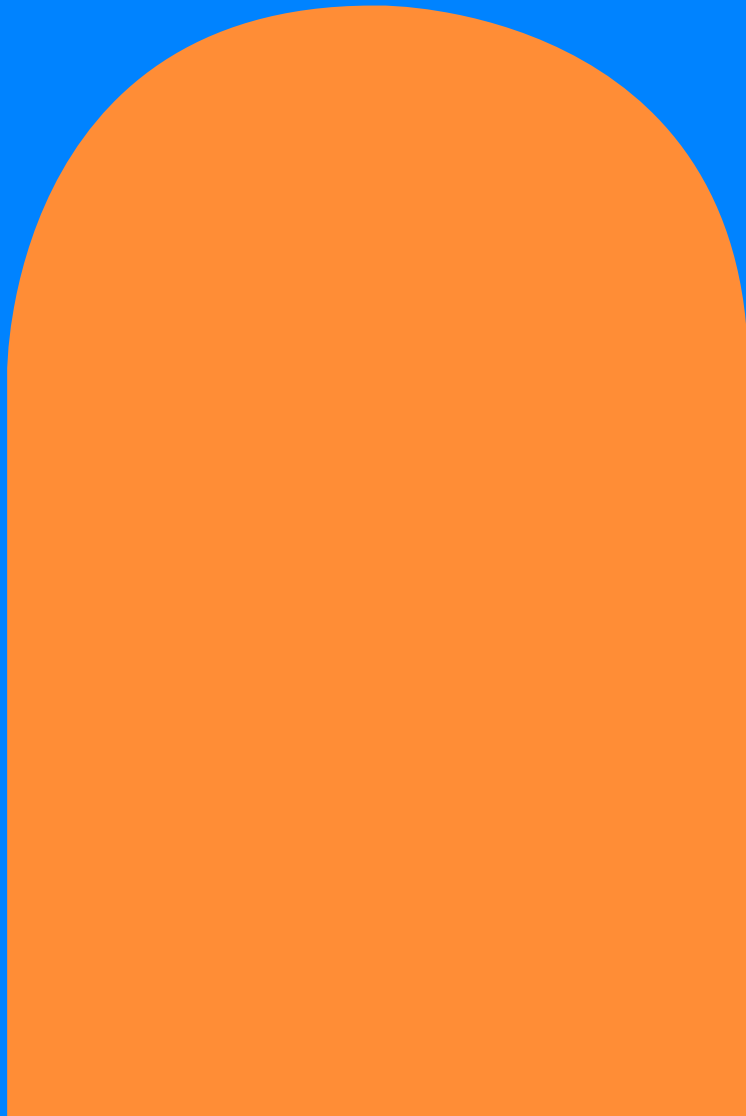
• Freshdesk Support Desk: Customer Help Desk

Freshdesk Support Desk is a Help Desk designed to enhance the capabilities of your support team. Leverage its efficient ticketing system, omnichannel platform, self-service portal and smart metrics.

• Freshdesk Omnichannel

Efficiently manages communication with customers through different channels. All through this integral solution that centralizes contact points such as email, telephone, chat and social networks, so you can respond to your customers in real time and efficiently.

• Vtiger 360

The mobile application that allows company members to manage support, sales and marketing processes from wherever they are.

With this app, agents can access customer information anytime, anywhere, simplifying their work and allowing them to respond more quickly to user requests.

• Vtiger Help Desk

It is a help desk that allows you to increase the productivity of your team, improve customer satisfaction and solve problems faster. It is easy to use and provides you with useful information such as metrics and detailed reports.

Our Services
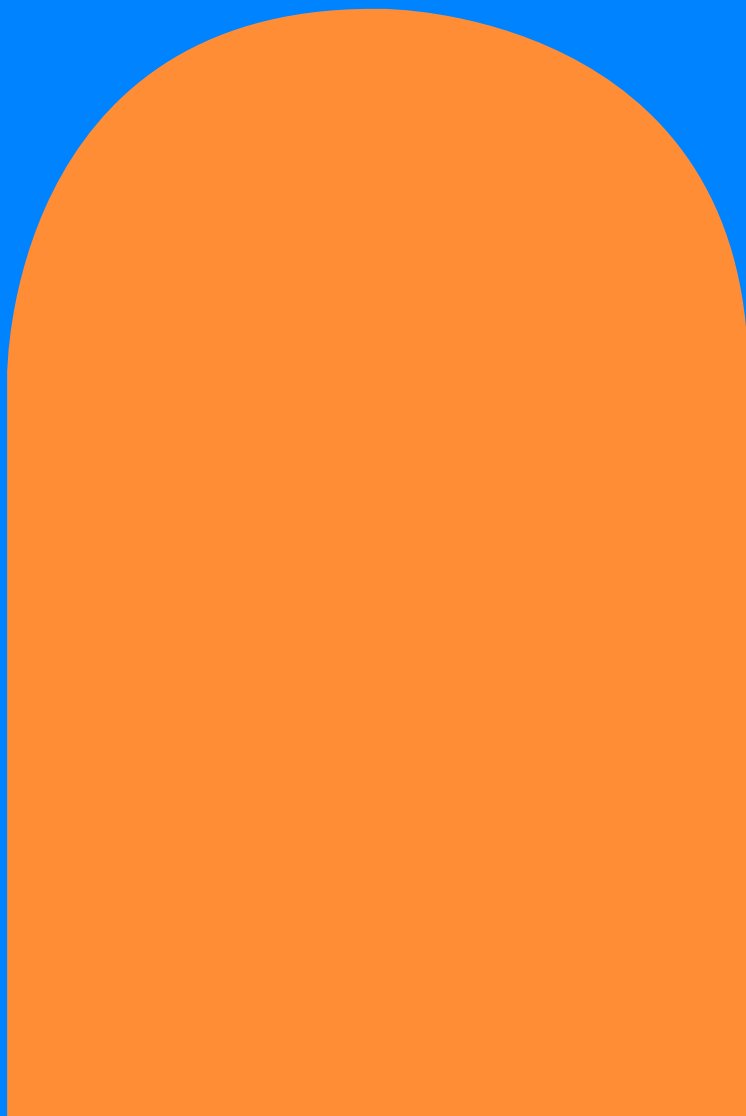
At GB Advisors we do more than just sell software, we offer technology solutions that help you grow. Our team of experts is ready to assist you in choosing, implementing, configuring and customizing the right tools for your business.

Fortunately, at GB Advisors we specialize in helping companies like yours get the most out of their software investment.

These are our services:

• SIP

The Software Implementation Project (SIP) as any project, counts with a Project Manager, a dedicated technician and a defined start and end date.

It is ideal for those companies that, due to lack of time or specialized personnel, need to hire an external service to, for example, migrate data, implement their software or customize it.

• SSI

Our Software Services Insurance is an exclusive service of GB Advisors that offers unlimited (for a whole year), and expert, advisory and support services for the insured software.

Through this insurance you will receive support for module activation, knowledge transfer, and system configurations, whenever you need it.

SSI vs SIP

Both services are aimed at helping companies take advantage of the full potential of their software. However, the two differ in some aspects.

SIP

• Dedicated project manager.

• Dedicated technician.

• Work plan.

• Defined delivery times. Start date - end date.

• Defined deliverables.

• Scheduled tasks.

• Project methodology (SCRUM,PMBOK).

• Includes complete software implementation, data migration and advanced configurations.

• Ready-to-use software delivery.

SSI

• Remote problem solving.

• Installation assistance.

• Usability assistance.

• Knowledge transfer.

• Software upgrades.

• Report creation.

• Software configurations.

• Module activation.

• All year round coverage.

Contact us

At GB we are committed to always offering you the best assistance. So don't hesitate to contact us if you have any questions, or need more information about our products and services, just fill out our simple form. In a very short time one of our experts will contact you to offer you all the information you need.

Would you prefer to call or email us? Contact our offices through our phone lines or by email. Our service is available in your language and in different countries or departments, find the one that is closest to you below.

Contact information

Sales: sales@gb-advisors.com
Professional services: services@gb-advisors.com
Technical support: support@gb-advisors.com
Customer success: customercare@gb-advisors.com
Finance: finance@gb-advisors.com

Argentina: +54 (115) 168-6090
Brasil: +55 (114) 950-5606
Canada: +1 (647) 490-1724
Chile: +56 (22) 573-9485

Colombia: +57 (1) 328-9140
República Dominicana: +1 (829) 607-2115
México: +52 (55) 4162-5945
Panamá: +50 (7) 838-5021
Perú: +51 (1) 708-9740
Puerto Rico: +1 (787) 305-3252
El Salvador: +50 (32) 113-3244
USA: +1 (786) 272-2370