

OVERVIEW

Businesses today rely heavily on technology and the IT organization. Network downtime in a small to medium business can cost as much as 3% of annual revenues*. A comprehensive and flexible help desk solution that can help staff efficiently track, identify and resolve issues as quickly as possible is critical. In addition, the help desk solution must provide extra management solutions and proactive event monitoring to handle today's complex network environments.

HELP DESK AUTHORITY ENTERPRISE

Help Desk Authority Enterprise is a complete help desk solution for medium size businesses that have complex network environments. The solution provides a powerful combination of management solutions integrated with a best-of-breed help desk platform. Use the help desk platform to manage the ticket workflows, dashboards, reporting and end-user self-service portals. Use the embedded management tools from within the help desk to proactively manage network events, desktops, servers and applications and resolve issues faster and more effectively.

THE NEXT GENERATION OF HELP DESKS

With integrated management capabilities, the help desk has better visibility into the root cause of an issue. Take for example a scenario where a user indicates they cannot print a document. The technician can easily find the user's workstation and default printer from the asset data attached to the ticket. The integrated network map can then be used to determine the path between the two devices. If a network switch is having a problem, the technician can see on the map that an alert has been triggered on the device. The technician can then associate the user's ticket with the ticket created by the device alert and assign them both to the network technician. Once resolved, both tickets will be closed and the user will be automatically notified.

*Charles Nault, *Information Week*, 2009



Help Desk Authority[®]

The advanced help desk solution with management built in.

Help Desk Authority[®] Enterprise is the advanced help desk solution for small to medium businesses that need to manage a complex and growing network environment. Help Desk Authority Enterprise includes unique management solution integrations that enable administrators to diagnose and resolve issues immediately. The Enterprise edition is also easily customized to your specific business requirements and provides a range of self-service and automated functions to enable IT to focus on the most important issues.

KEY BENEFITS



IDENTIFY, TRACK, RESOLVE AND CLOSE ISSUES FASTER

The primary purpose of the help desk is identifying and closing issues quickly. With management tools built-in, Help Desk Authority Enterprise enables technicians to resolve issues directly from the help desk ticket.



MANAGE NETWORKS, SERVERS, DESKTOPS AND APPLICATIONS

Businesses and network environments are constantly changing. Help Desk Authority Enterprise has integrated management solutions needed for complex and demanding environments. Drive down costs by taking advantage of proactive network management, remote desktop, asset management and self-service password reset tools that drive higher help desk productivity.



SHARPEN THE HELP DESK FOCUS

Automate routine tasks and empower end-users with multiple self-service tools so the help desk team can identify and prioritize their focus on critical issues.



FIT THE HELP DESK TO YOUR BUSINESS

You won't have to change your business to use this solution. Shape the help desk to fit your business processes, with customizable elements such as screen layouts, data fields, help desk ticket workflows, reports, thresholds and alerts. Use the built-in management tools inside each help desk ticket to grow productivity as your network grows.

USE CASE SCENARIOS

HELP DESK MANAGEMENT

- Create and capture all help desk tickets
- Manage ticket workflow including escalation policies
- Maintain a real-time dashboard for monitoring performance metrics
- Generate reports
- Integrate with Active Directory and email systems

MANAGEMENT SOLUTIONS

- PacketTrap IT
 - Send email or SMS alerts for network performance
 - Monitor critical applications and services
 - Auto-remediation of network failures
 - Collect, analyze, alert, report and archive events
 - Interactive network map with device details
- Remote Support Center
 - Support and assist users anywhere
 - “Behind the Screen” capabilities to support without taking control of desktop
- HDAsset
 - Inventory hardware and software on the network
 - Audit the entire network or select groups
- Password Self-Service
 - Flexible user identification and authentication
 - Comprehensive reporting

CUSTOMIZATION

- Customize dashboards, reports, help desk tickets, workflows and business rules
- Access the help desk from Windows, web or mobile client interfaces

SELF-SERVICE

- On demand queries of help desk issues
- Interactive message board for communicating known issues
- Searchable knowledge base

LICENSING

Help Desk Authority Enterprise Edition is licensed per named technician plus per seat for Password Self-Service, HDAsset and Remote Support Center ExpertAssist licenses, and per device for PacketTrap IT licenses.

KEY FEATURES



HELP DESK MANAGEMENT

A comprehensive and advanced help desk solution. Manage incident and service requests, assets and knowledge from a single, easy to use console. Create tickets automatically from emails, and provide self-service functions to end-users. Generate reports and dashboards from issue and/or asset data. Take full advantage of the automated and proactive capabilities of our best-of-breed help desk solution.



BUILT-IN MANAGEMENT SOLUTIONS

Integrated management within Help Desk Authority Enterprise provides amazing capabilities to help desk technicians. Proactively manage by establishing thresholds that automatically generate network alerts and help desk tickets with PacketTrap™ IT. Diagnose and resolve issues remotely with Remote Support Center™. Manage hardware and software asset inventory changes with HDAsset. Provide self-service for end-users with the Password Self-Service® module.



AUTOMATION AND SELF-SERVICE

Maximize help desk productivity by utilizing PacketTrap IT notifications when network performance degrades versus established baselines. Monitor the network, servers and applications for performance. PacketTrap IT also provides auto-remediation, which can restart applications, windows services or reboot servers. Keep the help desk team focused by using the built-in automation and self-service tools.



CUSTOMIZABLE AND FLEXIBLE

Customize the help desk solution to fit your business. You don't have to be a programmer to design the screen layout, help desk ticket data, queries and reports. Define your own business workflows and rules for handling tickets. Also, you can access the help desk console through multiple client interfaces including Windows®, web or mobile.

