Help Desk Authority®

A comprehensive help desk solution

Help Desk Authority® Professional is the comprehensive help desk solution for small to medium businesses and is easily customized to your specific business requirements. It also provides a range of self-service and automated functions to enable IT to focus on the most important issues and can be upgraded to include powerful, integrated management tools as your business and/or network environment grows, empowering the help desk team to immediately diagnose and resolve issues from within help desk tickets.

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 the ability to selectively scale to more advanced capabilities, such as self-service and integrated management tools.

HELP DESK AUTHORITY PROFESSIONAL

Help Desk Authority Professional offers a complete help desk solution for small and medium size businesses. Help Desk Authority Professional provides best-of-breed ticket workflows, dashboards and reporting along with advanced capabilities such as automation and self-service. Whether you're looking to replace your homegrown help desk solution or for an alternative to expensive and complex enterprise help desk products, Help Desk Authority Professional is the answer.

INTEGRATED MANAGEMENT SOLUTION OPTIONS

With Help Desk Authority Professional, we give you the flexibility to add integrated management solutions. These powerful solutions provide help desk techs the ability to diagnose and resolve many common device and network issues. Available modules include: PacketTrap™ IT for network management, Remote Support Center™ with over forty unique remote management functions, HDAsset for asset tracking, and Password Self-Service®.

*Charles Nault, *Information Week*, 2009

KEY BENEFITS

IDENTIFY, TRACK AND CLOSE ISSUES FASTER

The primary purpose of the help desk is identifying and closing issues quickly. Implement a proven help desk solution that maximizes productivity. Reduce the overall issue resolution time and minimize expensive user downtime.

FIT THE HELP DESK TO YOUR BUSINESS

Shape the help desk to fit your business processes, with customizable elements such as screen layouts, data fields, help desk ticket workflows, and reports. Naturally, you can evolve the help desk functionality over time as your business grows.

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. Using automated functions minimizes the amount of time required to resolve basic issues.

EXTEND HELP DESK CAPABILITIES AS NEEDED

Businesses and network environments are constantly changing. Help Desk Authority Professional can be upgraded with integrated management solutions, which saves you time and money. Proactive features can also be added to make the help desk even more productive with automatic alerts and remediation capabilities.

USE CASE SCENARIOS

HELP DESK MANAGEMENT

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

CUSTOMIZATION

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

AUTOMATION AND SELF-SERVICE

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

OPTIONAL MANAGEMENT SOLUTIONS

- PacketTrap IT for proactive event management
- Remote Support Center for remotely managing systems
- HDAsset for tracking assets
- Password Self-Service for end-users

LICENSING

Help Desk Authority Professional Edition is licensed per named technician.

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.

CUSTOMIZABLE AND FLEXIBLE

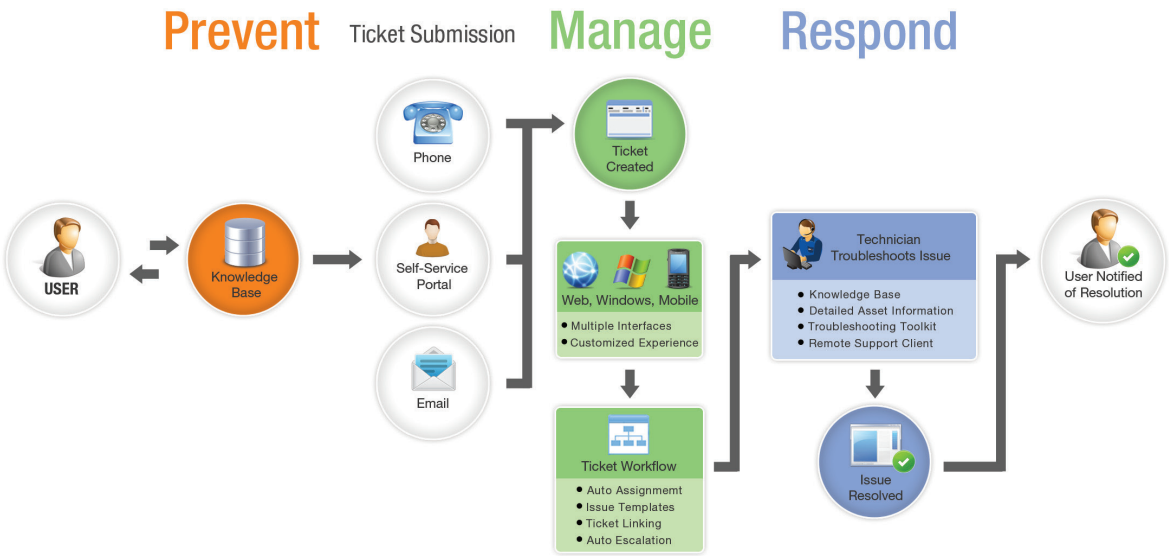
Customize the help desk solution to fit your business. You don't have to be a programmer to design the screen layout, help desk ticket data, queries and reports. Define your own business workflows and rules for handling tickets. Also, you can access the help desk console through multiple client interfaces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

AUTOMATION AND SELF-SERVICE

Maximize help desk productivity by utilizing extensive self-service functions for end-users such as the searchable knowledgebase or the proactive message board that informs users about known issues to prevent unnecessary calls to the help desk. Create automated workflows that route help desk tickets based on pre-determined skill levels.

EXPAND AND PROTECT YOUR INVESTMENT

Add integrated management capabilities to Help Desk Authority Professional as needed. No business environment stays the same. Increase the ability of help desk technicians to proactively manage the network, servers and applications by establishing thresholds that automatically generate alerts with PacketTrap IT. Empower the help desk to diagnose and resolve issues remotely with Remote Support Center. Manage hardware and software asset inventory and changes with HDAsset.



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