



NetSupport ServiceDesk v3

The availability of mission critical systems is key to the success of any modern organisation and to the productivity of the staff that use them. Ensuring this is the case relies on the ability of your IT support team to deliver an effective and timely response to issues as they arise.

With over 20 years experience and a global install base approaching 9,000,000 systems, NetSupport products have a proven reputation in the Service Management industry.

Available to purchase as either a standalone solution or as a component of the NetSupport DNA Asset Management suite, NetSupport ServiceDesk helps you effortlessly track, organise, manage and answer the toughest support challenges.

Web-based and providing 'out-of-the-box' compatibility with the core ITIL best-practice guidelines, NetSupport ServiceDesk is easily integrated into your existing IT infrastructure without the need for a lengthy implementation and training phase.

Featuring the core Incident, Problem and Change Management functionality you would expect from a product that has been named Network Computing's Service Management Product of the Year three years running, NetSupport ServiceDesk's intuitive interface and streamlined workflow processing ensures your support team are using their time effectively and not being burdened with excessive administrative duties.

To discover how NetSupport ServiceDesk can help your support team keep customers working, download a free 30-day trial today.

Key Features:

- Fully web-based.
- Incident, Problem & Change Management based on ITIL® guidelines.
- Customisable, multi-lingual interface.
- Incoming/Outgoing Email Processing.
- Automated assignment & prioritisation.
- Automated escalation processes.
- Powerful real-time management reports.
- Searchable knowledge base and solution lookup.
- Active Directory integration.
- Support for mobile devices.
- Optional Hardware/Software Inventory component available.
- Full integration with NetSupport's Remote Access & Asset Management solutions.



Support for Mobile Devices

NetSupport ServiceDesk provides built-in support for mobile devices ensuring that operators working remotely can still receive and update incidents.

NetSupport ServiceDesk will automatically detect when it is accessed from a mobile device and display a set of simplified pages that can be used from most common mobile devices.

Incident Management

Incident Management aims to minimise disruption to the business by restoring services to the end user as quickly as possible and NetSupport ServiceDesk's automated workflow processes help you achieve this by providing the following functionality as standard:

- Customers can log incidents on-line and review current status in real time.
- Automated Incoming/Outgoing email processing.
- Pre-defined rules ensure incidents are assigned to the appropriate operator.
- Automatic escalation of incidents based on customer specific rules.
- Structured notes history throughout the lifecycle of each incident with source identifiers (telephone, email).
- Access to a full Hardware and Software Inventory for each user's system (optional component).
- Identification and linking of related incidents.
- Pre-populated Solutions database enables customers to search for an answer before they log an incident.



Problem Management

Effective Problem Management provides long term value to the business by investigating the root cause of issues and deciding how to limit their impact. NetSupport ServiceDesk provides Problem Managers with a range of tools, including real-time report dashboards and advanced searching, to help them identify trends and link related incidents, resulting in:

- Improved reliability of services.
- A reduction in the volume of reported incidents.
- Delivery of permanent solutions rather than constant workarounds.
- Improved customer satisfaction.
- Increased knowledge within the Service Desk.

Change Management

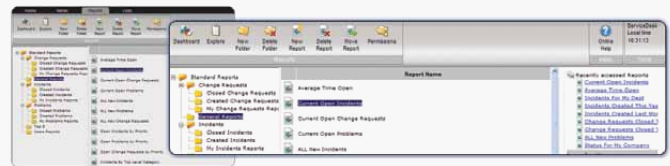
Organisations often have a disjointed or informal approach to Change Management but with NetSupport ServiceDesk's ability to gather and share information, you will quickly see the benefits of introducing a structured centralised system, with clearly defined reporting and approval lines established.

User Management

- Active Directory synchronisation.
- Allow end users to generate ServiceDesk logon accounts or restrict generation of end user accounts to Administrators and ServiceDesk operators.
- Import user departments and companies from other systems into NetSupport ServiceDesk.
- Assign ServiceDesk operators to specific Companies and Departments in the user hierarchy.
- Pre-define the members of a Change Advisory Board (CAB) for each category of change request.

Reporting

NetSupport ServiceDesk offers you the means for capturing comprehensive statistics in an intuitive and user friendly format, ensuring you are fully informed in order to make effective decisions.



- The reports dashboard enables you to manipulate data to suit your specific needs. On-Screen results are provided in a tabular and/or Bar and Pie chart format. Multiple reports can be presented side by side for easy comparison.
- Print - optimised reports, powered by a Crystal Report engine, provide additional pre-defined management reports. The information can be exported in a variety of formats.

Integration

NetSupport ServiceDesk integrates seamlessly with other NetSupport and 3rd party Network Management solutions to provide you with the range of complementary tools you need to provide a complete support offering:

- Direct integration with NetSupport DNA Asset Management Suite.
- Direct integration with NetSupport Manager Remote Control.

Customisation

- Custom Data Designer allowing for customised data fields.
- Profiled Operator access and customised functionality.
- Streamlined creation of a solutions database to aid future help requests.
- Use the intuitive design tool available to administrators to add custom data items to records.
- Multi-lingual user interface.



System Requirements:

Server

Windows 2000/2003/2008 Server.
Windows 2000 Professional/Windows XP Professional (not recommended as this will only allow 10 concurrent sessions).
The Server must also have IE 6 or later installed.

Note: 64bit platforms must be set to run IIS in 32bit mode.

Client

Windows 2000/XP/2003/Vista/2008, and Windows 7 Mac, Linux.

The Client must be running one of the following Browsers:

Internet Explorer: version 5.5 to version 8 (beta)

Firefox: versions 1.1 and later

Netscape: versions 6 and later

Note: For the Remote Control integration, the Host OS for the Client must be Windows 2000, 2003, XP, Vista, 2008.

Database

SQL server 2000 and above or MSDE version 2 or above.

NetSupport

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