

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 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®

A Comprehensive Help Desk Solution

Help Desk Authority® Enterprise 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.

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.



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.

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
- Generate reports
- Integrate with Active Directory and email systems

INTEGRATED MANAGEMENT

- PacketTrap IT
 - Send email or SMS alerts for network performance
 - Monitor critical applications and services
 - Auto-remediation of network failures
 - 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.



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.



ALIGN WITH INDUSTRY GUIDELINES

Key features help align your help desk with best practice guidelines from ITIL, including the ability to automatically assign ticket priorities and due dates based upon user-selected impact and urgency designations.



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.