NetSupport ServiceDesk

Browser-based Helpdek

for schools and businesses

Scan here to learn more!
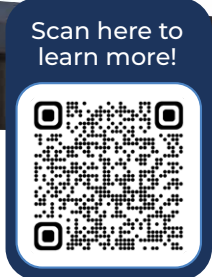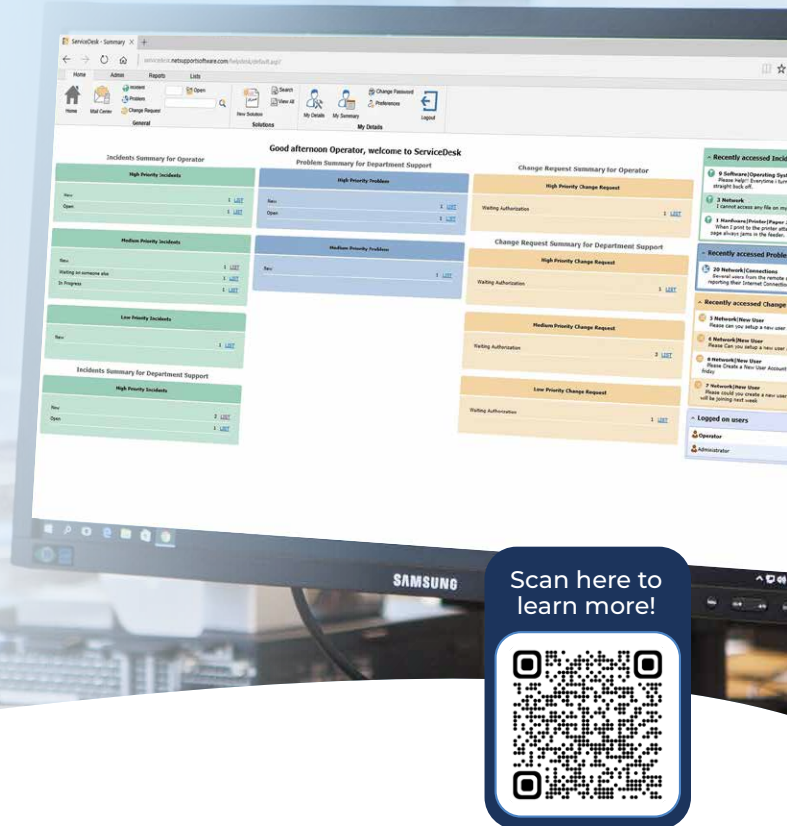
Key features

- ✔ Intuitive browser-based console
- ✔ Supports ITIL Incident, Problem and Change Management processes
- ✔ Manage service level agreements
- ✔ Fully customizable, multi-lingual interface
- ✔ Automated incoming/outgoing email processing
- ✔ Automated assignment and prioritisation

- ✔ Automated escalation processes
- ✔ Powerful real-time management reports
- ✔ Custom report designer
- ✔ Searchable knowledge base and solution lookup
- ✔ Pre-populated service request templates
- ✔ Plus much more!

Easily integrated into your existing IT infrastructure, NetSupport ServiceDesk delivers the processes needed to help you effortlessly track, organize, manage, and answer the toughest support challenges. Its fully customizable and intuitive browser-based interface supports both desktop and mobile platforms, and delivers robust workflow processes. It also supplies a wealth of management reports as well as providing a customer-friendly self-service portal – all the tools needed to help technicians deliver support effectively.

To see the system requirements, go to: **www.netsupportservicedesk.com/downloads/**

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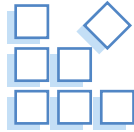
Key benefits

Incident Management

Incident Management aims to minimize 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.

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.

Service Level Management

Service Level Management is one of the core components of the ITIL Service Delivery framework. If a healthy relationship between the customer and IT team is to be maintained, it very much relies on the ability of the ServiceDesk to deliver efficient and cost-effective services within agreed timescales.

Change Management

Organizations 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 centralized system, with clearly defined reporting and approval lines established.

User Management

- ✔ Active Directory synchronization.
- ✔ 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 a range of flexible reporting options to ensure you have the means to capture comprehensive statistics in an intuitive and user-friendly format, ensuring you are fully informed in order to make effective decisions.

Integration

NetSupport ServiceDesk integrates seamlessly with other NetSupport and third-party network management solutions to provide you with the range of complementary tools you need.

Customization

- ✔ Custom Data Designer allowing for customized data fields.
- ✔ Profiled Operator access and customized 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.
- ✔ Custom report designer.
- ✔ Personalized "Home" page based on each operator's individual requirements.
- ✔ Personalized "Exit" pages