



# Browser-based Helpdesk

for schools and businesses

## Key Features:

- Intuitive browser-based console
- Supports ITIL Incident, Problem and Change Management processes
- Manage service level agreements
- Fully customisable, 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
- Personalised Home and Exit pages for each operator
- Active Directory integration
- Optional Hardware/Software Inventory component
- Full integration with NetSupport's Remote Access and Asset Management solutions

## NetSupport ServiceDesk v5.5

Technology plays a vital part in any organisation's success and at the heart of any reliable and effective IT environment is the helpdesk. Easily integrated into your existing IT infrastructure, NetSupport ServiceDesk delivers the processes needed to help you effortlessly track, organise, manage and answer the toughest support challenges. Its fully customisable 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.

### What's new?

In the latest version 5.5, new features and enhancements have been added, including; new 'Condition Logic', enhanced Summary Screen, enhanced Workflow conditions, and more!

NetSupport's Recent Awards





## 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 online 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.
- Pre-populated incident management templates.

## 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 ServiceDesk.

## 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. With NetSupport ServiceDesk you can:

- Establish condition-based workflow rules for incidents, problems and change requests that are continually checked against stored SLAs.
- Give instant visibility to imminent service bottlenecks to ensure relevant items can be actioned before impacting on service performance.
- Gather historical and real-time data on service performance.
- Tracking and reporting service performance against SLAs on an ongoing basis.

## 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.

## System Requirements

### Server component

Windows 2008 or higher.

### Browser

Users must be running one of the following browsers:

**Internet Explorer:** version 11 or later.

**Firefox:** version 50 or later.

**Chrome:** version 50 or later.

**Microsoft Edge**

### Server Database

SQL server 2005 or SQL Express 2005 express and above

## 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 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.

- 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.
- A selection of common status reports are supplied as standard with the product.
- Using a simple "drag and drop" interface, use the Report Designer to create your own custom reports, including HTML, text and supporting graphs.

## 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 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.
- Custom report designer.
- Personalised "Home" page based on each operator's individual requirements.
- Personalised "Exit" pages.

**NetSupport**

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