



IT Service Desk Bundle

for SharePoint 2013, 2016, 2019

Driving productivity and efficiency in the workplace for 22 years

IT Service Bundle includes Help Desk, Asset Management, and Project Management. Runs in SharePoint 2013, 2016, 2019. Highly configurable. Unlimited users. Perpetual license, includes first year of support and upgrades.

Through detailed tracking of requests and efficient queue management, tickets are resolved quickly and user satisfaction increases. Help Desk performance can be monitored and assessed for continuous service level improvements.

- Capture requests from employees and customers via SharePoint 2013, 2016, 2019, Teams, email, and the web.
- Route the request tickets to the appropriate department for assignment and fulfillment.
- Built-in workflow & notifications for automating communication among all parties
- Alerting, escalation, service level agreements keep ticket moving to resolution
- Dashboards, management reporting, cost tracking, knowledge base and more...

REMOVE MANUAL PROCESSES FOR IT REQUESTS

Trying to use email, phone or direct interaction as a request system results in a chaotic, time-consuming process. Questions such as below go unanswered:

- How many service requests did we receive?
- What is their turnaround time?
- What is the cost of fulfilling the request?
- How are tickets assigned and tracked?
- Who communicates completion to the original requester?

The ability to automate service request creation, tracking, and fulfillment is key to cost-savings and improved performance.

POWERFUL FEATURES

- Installs and deploys quickly on your existing systems
- Tickets can be submitted through email, web, SharePoint or the phone
- Link and attach existing forms and documents to tickets
- Easily customizable to support your existing workflows
- Automatically routes to responsible group or individual
- Link tickets to Assets, Equipment, Projects, and outside databases



