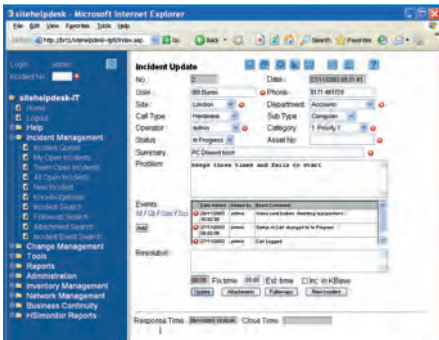


Web browser-based support solutions



sitehelpdesk.com will take you to the forefront of web browser-based support with three proven products designed to provide you with constant online support, action tracking and self help facilities. Download fully functional trials from www.sitehelpdesk.com

Our products are 100% web browser based and may be installed on your Intranet or Internet web server in minutes. The products provide instant access for call logging or support, from any PC with a web browser. No client installation required.

Shared open source code gives you ultimate flexibility and control. Our intuitive design eliminates the need for

expensive training or consultancy. The look and feel of our products are configurable to blend in with your company style and image.

Choices of **Microsoft SQL Server**, **Microsoft Access** or **MySQL** back-end database allows easy integration with other corporate systems.

SITEHELPDESK

Revolutionise the way your internal support departments operate. Reduce stressful interruptions from telephone and email support and empower staff to help themselves. Lowering costs whilst increasing service.

Call management, email integration, traffic light SLA prioritisation, diary, escalation and knowledge base are just some of the features to assist with the support process. Reports and graphical representations of call statistics keep managers informed in real time from their browser.

SITEWEBDESK

Internet or Extranet based software to enhance or launch your e-trade business. Suited to Business to Business or Business to Consumer traders. Provides all the support logging and management features of sitehelpdesk plus...

Comprehensive customer and product records. Generate firm leads from your web site and track their progress to customer status. Provide state of the art customer support whilst reducing the work load and the effect of unpredictable demands on your call centre.

sitewebdesk will provide you with new opportunities to communicate and sell.

SITEHELPDESK-IT

Engineered for the internal IT Service Management function, the software provides all the features of sitehelpdesk plus...

Practical application of the ITIL recommendations for Incident, Problem, Financial, Continuity, Configuration, Change and Release Management. Comprehensive registers of all your IT related assets. Conforms to BS15000 code of Practice for Information Security Management requirements for the maintenance of information assets and includes an option to produce a real time disaster recovery pack. Optionally integrates with **Microsoft System Management Server (SMS)**, **Visionsoft Visual Audit Pro** or **HSImonitor** for total control of hardware and software assets.

EMLmonitor

Embraces the email culture to generate tickets from emails. This product ensures that all two way email communications are recorded in the help desk. Email ticketing and web access makes your help desk available 24x7.

SLAmonitor

For companies serious about Service Level Agreement monitoring and reporting. This application add-on will monitor and create alerts when thresholds are exceeded. It ensures you provide a prompt and consistent response within end user or customer expectations.

HSImonitor

Network management from your browser. This application may be run as stand-alone or as a fully integrated add-on to sitehelpdesk-IT. Complete hardware and software auditing, capacity and configuration. Automated alerting of system changes improves control over network security.

For more information
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sitehelpdesk
Internal user support

- Suitable for any internal support department
- Satisfaction feedback
- Support Knowledgebase
- Template Calls (single or multiple)
- Collaboration links
- Follow up scheduling
- Time and Expense billing
- Configurable email notifications
- Report and Graph Generators
- Fully audited call events
- Customisable look and feel & Open Source
- End user call logging and tracking. Self help facilities such as FAQs, Links and scripted questions
- PDA/BlackBerry support
- Upgradeable to sitehelpdesk-IT or sitewebdesk

sitewebdesk
External customer support

- Third party customer support
- Suitable for integration with Internet web sites
- Customer account management features with follow ups, events and attachments
- Contact management
- Product/Service records with SLA profiling
- Optional inventory and stock records
- Customer hierarchy management
- Customer call logging and tracking. Self help facilities such as FAQs, Links and scripted questions
- Enhanced Enterprise Digital Assistant (EDA) interface for customer management in the field

sitehelpdesk-IT
IT Service Management

- IT Service Management helpdesk to ITIL recommendations
- Integrated Incident, Problem, Change & Release Management
- IT registers including IP address, floor port patching, backup, restore and offsite media archiving
- Asset Management, Maintenance and warranty
- Fully audited Hardware tracking
- Bar code scanning for physical audits
- Software registers
- Stock registers with loans and issues tracking
- Disaster Recovery records
- Insurance valuations and DR Pack reports
- Integrates with HSImonitor and other leading PC auditing tools

EMLmonitor
Incoming email integration

- Incoming email tracking converts emails to call tickets
- POP3 interface
- Imports attachments
- Incoming replies added as call events
- Automated replies to requestor with call ID

SLAmonitor
Service level monitoring and reporting

- Enhanced Service Level Agreement monitoring
- Escalation, Response and fix times tracking with traffic light indications
- Email notifications when thresholds exceeded
- Enhanced SLA reporting by SLA category, operator or customer
- Define core support hours

HSImonitor
Hardware and Software inventory management

- Hardware and software auditing and tracking
- Comprehensive system configuration collections
- Change history tracking
- Email notifications of configuration changes
- Software licence tracking for legal compliance
- Compression and encryption of data collections
- Advanced queries and reporting
- User defined forms to capture more information
- Integrates with sitehelpdesk-IT or install standalone

Benefits

Our products provide enhanced functionality to solve some of the main challenges facing support functions.

- Consolidating support requests from email, telephone and personal calls.
- Improved efficiency and lower costs. Free up staff to allow them to focus on resolving issues.
- Reduce the stress of constant interruptions and requests for progress reports.
- Meet unpredictable demands, especially during system outages or new product launches and providing on-line support 24 hours a day.
- Saving your support costs by reducing the need to increase telephone support services.
- Make the life of support staff less complicated with intuitive workflows.
- Ensure full, complete and accurate records are maintained.
- Increase the support service profile with accurate call volumes and statistics available real time and on line.

Recommended System Requirements

All software resides on a web server with client access from a web browser.

Hardware Requirements

- Intel P III 600mhz +
- 256 MB RAM +
- 100 MB + Hard drive

Software Requirements

- Internet Information Server (IIS) 4 or above

Database Engine

- Access 2000 (default)
- Microsoft SQL Server
- MySQL

Support Staff (Operators)

- Internet Explorer 5 +
- Hand held devices over GPRS or wireless LAN (optional)

End Users / Customers

- Any web browser