



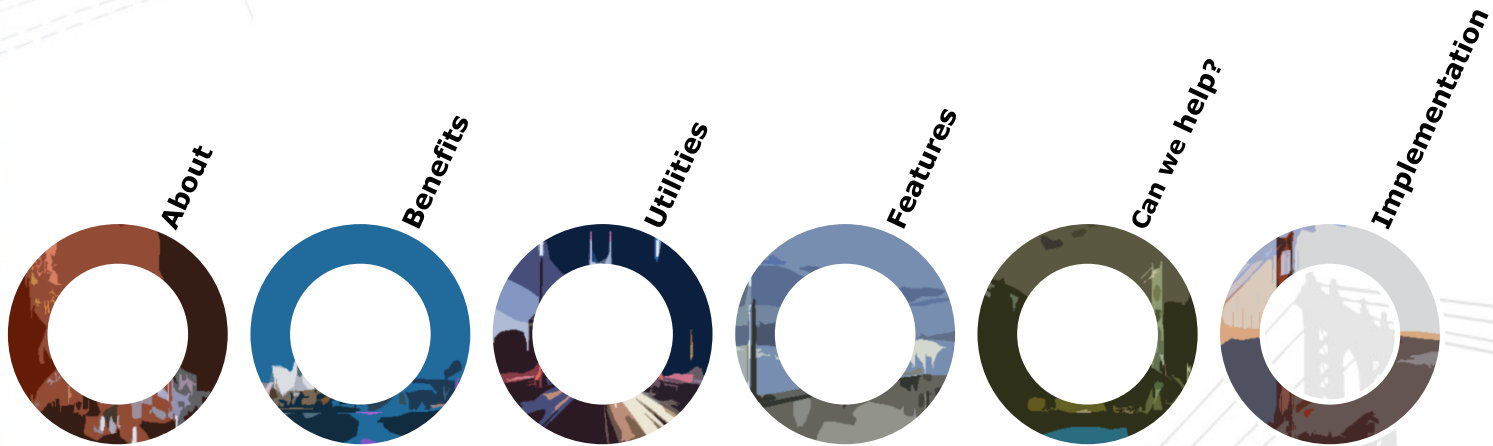
Therefore HelpDesk™



THE Help Desk Management tool



Setting the Therefore HelpDesk™ Agenda





About Therefore HelpDesk™

Providing a framework for delivery

If you can't measure, you can't manage

Accountability

It's a team effort

Performance management

Providing "on the same page" clarity

Continuous improvement

Paper and spreadsheet based solutions aren't solutions



Therefore HelpDesk™ Benefits

The leading Help Desk Management tool

Rapid deployment

Anywhere ... anytime

Management, measurement and reporting

Teams and cross functional delivery

Accountability, early warning and remediation

Staying in the loop



Therefore HelpDesk™ Utilities

Task / Query

- Comments
- Notes
- Reminders
- Reassignment
- Reclassification
- Attachments
- Rich text editor
- Sub activities
- Ad-hoc communication
- Context sensitive help
- Change log
- Task flagging
- Progress status updates
- Duplicate checker

Reporting

- Dashboard
- Reporting
- External data cube feed

User

- User self-service
- Management visibility
- Contact list

Search

- Smart search
- Quick search



Therefore HelpDesk™ Features

Workflow engine

User interface

Communication cycle

White labelled

Secure

Integration

Cross browser compatibility



Can Therefore HelpDesk™ help?

See IT as a strategic enabler.

Have high volumes of user initiated requests for IT support.

Want to maximise their return on investment for IT spend.

Want to impose IT best practice principles.

Want to reduce levels of IT related risk.

Want to improve IT service levels.

Want to improve the ease of management of their IT functions.

Require access to performance data to support performance management for IT staff.

Want to implement continuous improvement / need access to service failure statistic.



Implementing Therefore HelpDesk™



Business Analysis

Configuration

Setup

Training

Change management



Therefore HelpDesk™



***THE* Help Desk Management tool**

Building bridges / Supercharging delivery

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