

everything HelpDesk®

The Academic Help Desk Solution



[Ease of Use]

[100% Web Help Desk]

[Business Process Automation]

[World Class Customer Service]

[Essential Third Party Integration]

[Cross Platform Service Desk Solution]

[Reporting with True Business Intelligence]

[Designed Around ITIL Service Desk Best Practices]

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GROUP LINK *everything*
HelpDesk®

eHD System & Features

World Class Customer Service

- Free training and consultation services
- 90% customer retention rate - GroupLink customers love the solution and stay with it
- With eHD you receive more than software, you receive a complete service solution

Cross Platform Service Desk Solution

- Runs smoothly on Windows, Linux, Novell and Mac
- Use this solution no matter the platform, even mixed environments
- No applets, Flash or other plugins are required

Essential Third Party Integration

- Supported on Windows, Linux, Mac and OES
- Integrates with GroupWise or Outlook/Exchange calendar and email systems
- Authenticate LDAP with eDirectory, Active Directory and Apple Open Directory
- ZENworks integration

The 100% Web Help Desk

- Entirely web based
- Accessible from any web browser (IE, Firefox, Safari, Chrome and others)
- Smartphone enabled, including iPhone and others

Designed Around ITIL Service Desk Best Practices

- Expand your help desk capabilities with Incident Management, Change Management, Project Management and Problem Management

Reporting with True Business Intelligence

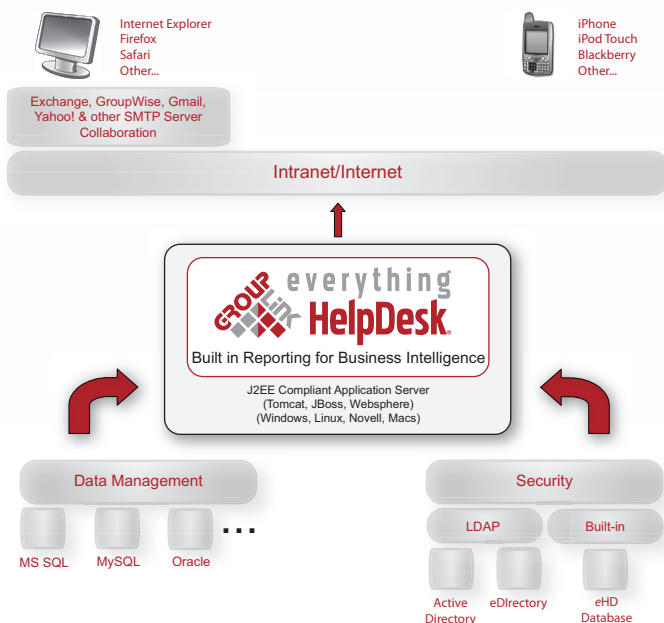
- Built-in powerful reporting tools - no third party solution needed
- Eye opening management reporting becomes easy - key statistics showing improvements or problems can be identified
- Dashboards - visually display your saved reports with the gauges and dials you choose
- Technician Ticket Search - build powerful filters on all ticket fields including custom fields
- Scheduled Reports - save custom reports with a recurrence pattern to be automatically run and emailed to selected individuals

Ease of Use

- Easy, understandable end user experience - your teachers and school staff will use it!
- Self-help knowledgebase reduces teacher and school staff incident requests and decreases future support costs
- Cross-departmental - customize eHD for every department (IT, Facilities and HR)
- Unlimited number of end users
- Easy to use installer comes prepackaged with all software components needed to run the solution (MySQL, Java and Tomcat)
- Quick and easy configuration - in a few quick steps, your help desk will be setup and ready to go!
- Localization - view your HelpDesk in over five languages

Business Process Automation

- Mass update of tickets - easily manage your workload by updating multiple tickets at once
- Ticket Templates for facilities' preventive maintenance for each school or district building
- Manage your district's business processes and routine tasks with Workflow
- Built-in asset tracker - import assets, tie assets to help desk tickets, build reports of trouble assets, track vendors, and create canned reports



"everything HelpDesk has changed our technology department from the bad guys to the guys they [end users] love to see coming."

- Dianne Dripps, Pulaski County Schools

