

everything HelpDesk®

The Preventive Maintenance 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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HelpDesk®

Preventive Maintenance Features & Benefits

Create Your Preventive Maintenance Structure

- Outline the specific tasks, steps and policies for each preventive maintenance process or routine task
- Create each step, task, or policy as a separate ticket with detailed instructions for completion
- Track any needed repairs or comments in the history record
- Define to which technician the task is assigned, as well as the status and priority
- Tie your defined assets to the ticket using the built-in asset tracker or ZENworks
- Attach images, pictures, or files to the ticket
- Handle issues and resolutions across multiple departments and supervisors

Define Routine Tasks Using Calendar Scheduling

- Schedule the routine tasks or preventive maintenance processes to automatically run daily, weekly, monthly or yearly
- Launch these tasks on specific dates
- Customize tasks to reoccur for a specific number of times or during an identified time range

Maximize the Efficiency of Your Technicians

- Empower technicians in each department to spend their time performing tasks, rather than managing them
- Go mobile with smartphones or other web enabled devices
- Export tickets for on-the-go access

Automate Your Preventive Maintenance Process Using Workflow

- Launch tasks in a specified sequence
- Create a workflow based on a specific status (Once a ticket is set to that status, the next ticket will automatically launch.)
- Launch multiple tickets simultaneously for multiple school or district locations

Other Help Desk Features

- Submit requests with the easy-to-use Ticket submission form
- Access the entirely web based application from any web enabled device
- Experience world class customer service
- Integrate with GroupWise or Outlook/Exchange calendar and email systems
- Support on Windows, Mac, Linux and OES
- Seamlessly integrate authentication through LDAP, with eDirectory or Active Directory
- Customize the application for multiple departments

