



Helpdesk Suite

Edge Helpdesk

About Edge Hepdesk Suite

Edge Helpdesk is a powerful service management platform that provides an integrated, end-to-end approach to IT Service Management. It enables the user to submit, monitor and manage the ticket requests effectively. The solution is ITIL aligned that provides a single point of contact for users to gain assistance in troubleshooting, get answers to questions, and solve known problems.

The system allows the customer IT Support / Help Desk Team to automate the tickets, reduces the manual intervention, provides centralized knowledge repository, complies to audit requirements and improves performance of IT Service Desk.

It also allows to track, sort user requests with the help of a unique number, can frequently classify problems based upon multiple categories and place tickets in different buckets like Open, Pending, Assigned, Work-In-Progress, On-Hold, Resolved, Closed etc.

Edge Helpdesk is a highly scalable platform that supports multiple deployment architecture based on the customer needs and can be deployed on-premises as well as on public/private cloud.

Salient Features

- > *Supports manual & automated ticket generation*
- > *Comprehensive Reporting in multiple formats e.g. PDF, Excel etc.*
- > *Customizable Dashboards and Graphs*
- > *Context Sensitive search, Filters*
- > *Web-based browser independent GUI*
- > *Instant Notifications – Email, SMS etc.*
- > *Highly Scalable Platform*
- > *Seamless Integration with third party application*
- > *Mobile application add-on*



Key Features & Modules



Incident Management

Incidents cause disruption to a user's daily workload and, if not addressed correctly, can lead to financial and reputational damage to an organization. This module generates tickets based upon priorities, when any incident has occurred. Reduce outages, improve agent productivity, meet SLAs, and manage the complete life cycle of IT tickets.



Problem Management

Perform root cause analysis based on visual timeline of events and provide solution for the problem. Reduce incidents; prevent service & business disruptions, increase staff efficiency & productivity thereby improving user satisfaction.



Escalation Management

Escalation management system allows identify, track, monitor and manage situations that require increased awareness and swift action. Escalation processes ensures that unresolved problems do not linger and issues addressed promptly.



Knowledge Management

Promote self-learn and increase self-service by centrally publishing articles, solutions and FAQs. Collaborate among teams, provide access control on each article, and enable attaching of reference documents. Boost productivity with faster resolution time through quick knowledge access. Keep and share the knowledge gained during project implementations and use it for further realizations.



Change Management

Control organizational change processes from creating automated workflow, risk assessment, and approval hierarchy.



Inventory Management

This module entails managing both hardware and software inventory in your infrastructure, and keeping it up to date with information about your assets, including location, client assignment, purchase history, warranty info, vendor details, and configurations.



SLA & Contract Management

Create SLAs to provide quality services on time to your end users. Do intuitive SLA management and define escalation levels of hierarchy to meet the SLAs as per contract.

Key Features & Modules



Event Management

Event Management is the process that monitors pre-defined events and recommends appropriate action like alarm generations/notifications.



Report Management

Easily access the reports that are critical to measuring the performance of your teams. Report on SLA breaches, ITIL processes, and overall resolution times to pinpoint areas of improvisation. With scheduled reports, you can automatically send updates to ensure transparency to peers, managers and executives.



Access Management

It involves granting authorized users the right to use a service, while preventing access to non-authorized users.



Request Fulfillment Management

This module is responsible for managing the life cycle of all service requests from the users.



Project Management

This module enables user to create projects and their categories, add project members, assign projects to users, search and filter your projects. Configuration of internal / external teams, consisting of multiple users based on the organizational level.



SLA Manager

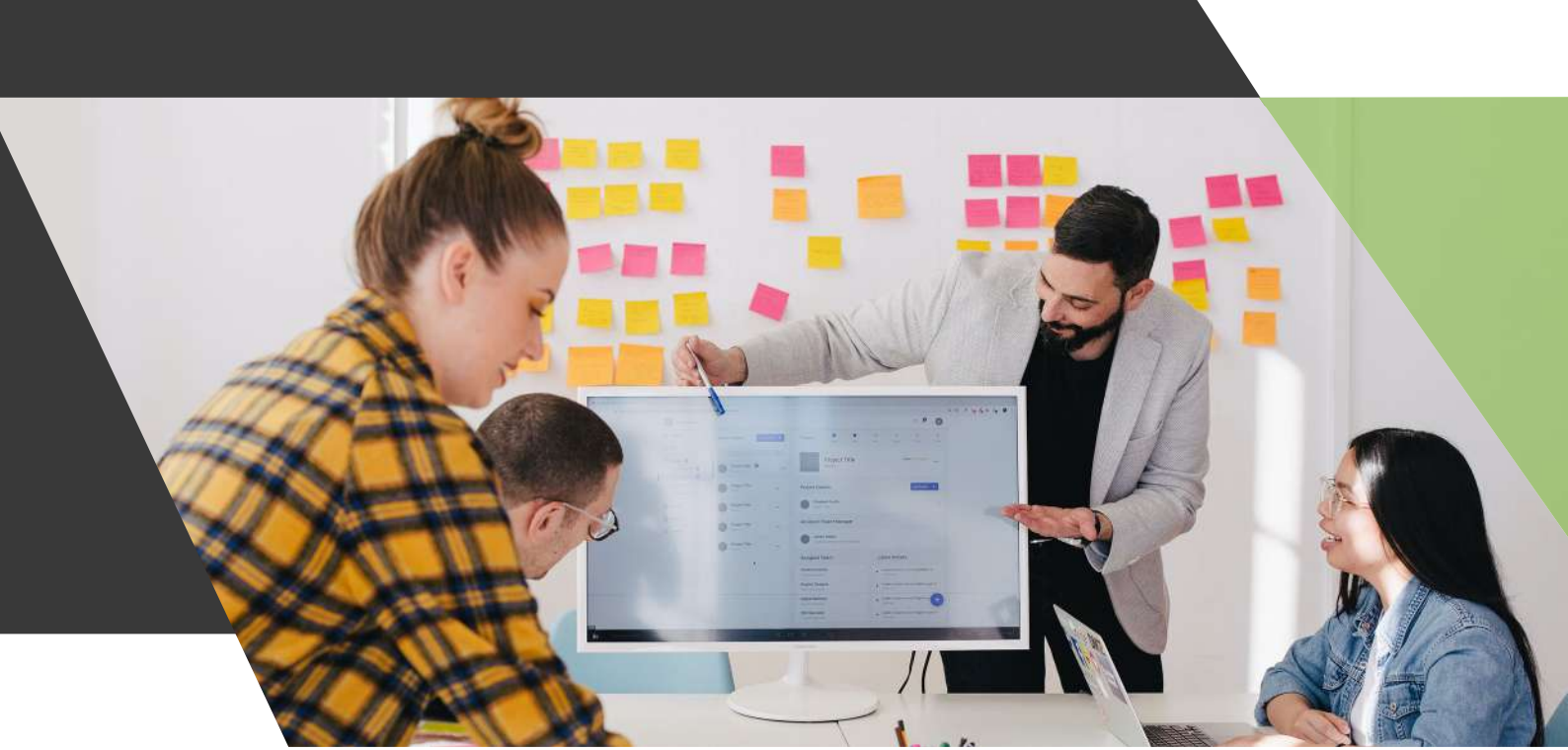
SLA Manager is integral part of **Edge Helpdesk Suite**, which helps customer keep tab on all IT related issues and meets the required service commitment.

Benefits

- ✓ *Holistic view of all systems based SLA*
- ✓ *Prioritize, track, escalate and report issues for improved efficiency*
- ✓ *Better visibility of SLA to ensure compliance & audits*
- ✓ *Manage service credit, penalty & version control*
- ✓ *Maintain KPI & end-to-end business service delivery*
- ✓ *Supports industry best practices*
- ✓ *SLA monitoring involves minimum human intervention, thus minimizing the maintenance cost*

- *The documented SLA creates a clearer picture for setting service level expectations.*
- *SLA Manager proactively manages customer related Trouble tickets. SLA manager helps reducing the ticket response time and allows systematic management of trouble tickets on the platform.*
- *Auto escalation feature is part of SLA Manager. The platform automatically tracks the tickets based upon pre-defined and custom workflows. In case of violation, ticket is automatically escalated as per defined workflows.*
- *SLA Manager comes pre-configured with pre-defined issue list or ticket priorities (like low, medium or high).*





Contract Management

- ✓ *Contract Management is part of Asset Management. It allows to create and track contracts between third party or outside suppliers, this ensure product quality, consistency and at the right price.*
- ✓ *The main objective of contract management is to maintain a complete record of contracts of the organization with third-party vendors. Tracking of contracts that are for lease, software licenses, maintenance or even custom contracts.*
- ✓ *It enables to make appropriate decisions based on usage and value of the IT resources to the business. The system can send notification for expiring contracts or upcoming renewals of contract.*
- ✓ *The system offers contract approval mechanism within the organization to make sure contracts are activated and deactivated as per the requirement.*
- ✓ *Get historical view of all past renewals capturing details such as renewal date, renewal name and renewal cost.*
- ✓ *Extract appropriate reports to standardize the contract management process and ensure stronger compliance.*
- ✓ *Customize contract forms and capture extra details with the configurable additional fields.*

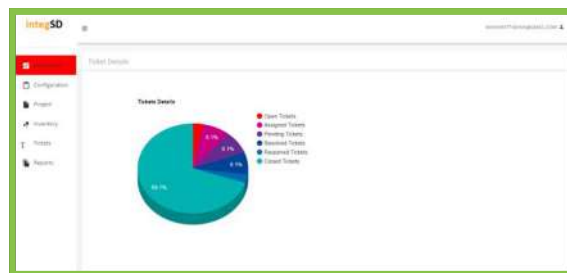
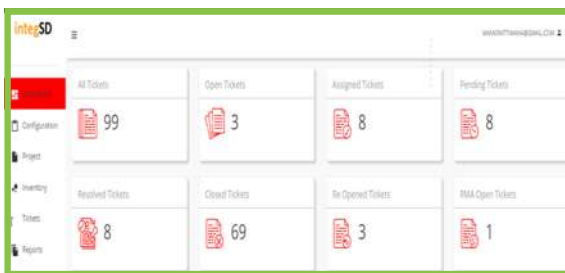
Workforce Management

The purpose of the workforce management practice is to ensure that the organization has the right people with the appropriate skills and knowledge and in the correct roles to support its business objectives. Helpdesk allows users to be segregated in different categories based upon different skill sets and roles can be assigned to them accordingly.

WFM helps maximize the use of agent by forecasting the volume of transactions calls, messages or emails and scheduling the correct number of agents with the proper skills at the right time to handle the expected volume of transactions.

Ticket Management

Tickets are automatically generated by system or created manually by customers and helpdesk agents.



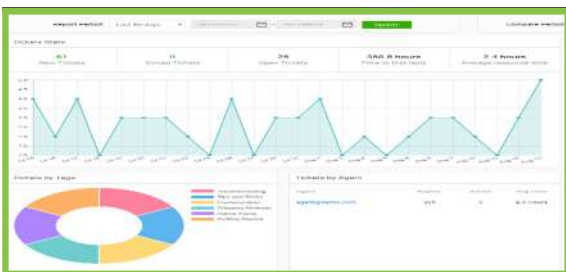
Software License/ Compliance Management

Compliance Management is the process to check and address all the issues related to Regulatory and Non-Regulatory Compliance. The compliance management system checks compliance of all entities with Organization's Internal Policies, Standard Industrial Norms, and with Governmental Laws and Regulations. It also aids in preparing reports and providing supporting documentation, develop, implement policies and procedures to ensure compliance.

Reporting

Easily access the reports that are critical to measuring the performance of the teams. Reports on SLA breaches, ITIL processes, penalty, credit and overall resolution times to pinpoint areas of improvisation. With scheduled reports, the system can automatically send updates to ensure transparency to peers, managers and executives.

- ✓ *Context sensitive & secure reports with drill-down capability*
- ✓ *Real-time & historical reports*
- ✓ *Pre-defined & custom reports based on threshold, utilization etc*





At Echelon, we stay true to our name and offer products and solutions that can help in transforming the way businesses work. Our primary aim is to offer the customers with powerful yet affordable services that can resolve various underlying business issues. Also, after spending more than 10 years in the industry, we have gained enough knowledge about what the customers want.

By utilizing that knowledge, we have created some of the best products in the field of telecom, government and enterprise.



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