

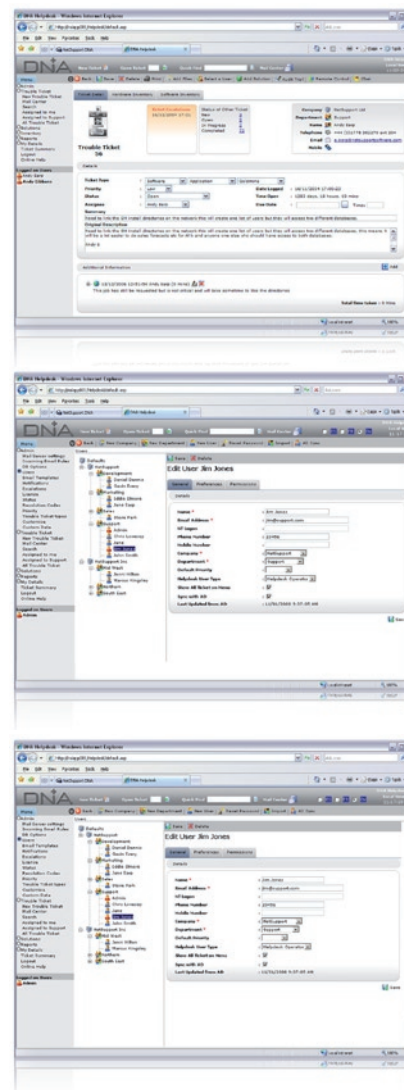
DNA Helpdesk

Every organisation depends in part on its IT infrastructure to remain competitive and efficient. Minimising the amount of system downtime is essential together with ensuring an effective solution is in place to assist and support users of IT assets.

Available as a standalone application or as an integrated module of DNA, NetSupport Helpdesk is a powerful and wholly web based solution providing detailed recording and tracking of user Help Requests.

NetSupport Helpdesk offers the following functionality as standard:

- Automatic assignment of tickets to operators based on pre-defined customer rules based on either Problem Type or User Type.
- Automatic escalation of ticket status based on customer specific rules.
- Structured notes history for a ticket with source identifiers (telephone, email and more) for each additional entry within the ticket lifecycle.
- Direct integration with DNA Suite Inventory and departmental information.
- Custom Data Designer allowing for customised data fields.
- Active Directory synchronisation.
- Streamlined creation of a solutions database to aid future help requests.
- Importing user departments and companies from other systems into the NetSupport Helpdesk.
- Help Request Logging with customisable categories for easy input.
- End users can raise help requests on-line and review current status in real time.
- Prioritised Help Requests for users and ticket types together with easy operator allocation.
- Profiled Operator access and customised functionality.
- Full Hardware and Software Inventory information for each user's system.
- Real Time Corporate Status reports - Total Calls in, Status of Calls, Average resolution time and more.
- Ongoing history by user for all previous support requests.
- Automated Incoming/Outgoing email processing.
- Optimized for Mobile Devices.



Commercial Rationale

- Reduce the TCO (Total Cost of Ownership) by decreasing the number of vendors you are managing, improving help desk support, enforcing configuration standards and effectively migrating to new technologies.
- Track and manage licenses using the inventory and application metering functionality. Identify illegal and unused software, providing the necessary knowledge to purchase the optimum number of licenses for your enterprise.
- Ensure compliance with corporate configuration standards using the software metering capability to identify and maintain standard desktop configurations and those that fall out of compliance even during server downtimes.
- Plan and budget for migrations, ensuring that any desktop changes needed to support an upgrade are effected. DNA allows you to procure the components in advance, plan the work and ensure the installation team is fully prepared at the point of upgrade.
- Effective Security Management for identification of missing computer assets such as CD-ROMs, memory, hard drives and even entire computer systems.
- Reduce the need for costly physical inventories by removing the need to visit each desktop.
- Assisting with Disaster Recovery by transferring the IT information collected by DNA to your contingency plans, identifying where critical users and revenue related PCs are located.
- Virus prevention and remedial activities are essential for any enterprise. As DNA works independently of your e-mail server, periodic updates can be distributed to your users even during

SYSTEM REQUIREMENTS

SERVER

Hardware*: P3 500Mhz or higher with 256mb RAM
 Free Space: 100mb plus
 OS: NT and 2000, XP, 2003 server
 Databases: MSDE, SQL 7, SQL 2K
 TCP/IP Network

* refer to documentation for recommendations based on installed client base

CONSOLE

P3 500Mhz or higher with 256mb RAM
 Windows 2000 and above
 Internet Explorer 6
 Java Virtual Machine

CLIENT

Pentium 133
 10Mb free space
 Windows 98, NT(SP6), 2000(SP4) + above
 Internet Explorer 5 or higher
 TCP/IP (winsock2 for 98)

LINUX CLIENT

Pentium 133
 10Mb free space
 Supported Linux Distribution:
 Red Hat 9 / Red Hat Enterprise / SuSE 9 / Fedora Core

gtk+ 2 and glade 2 to be installed.
 (installed by default on most distributions)
 X Windows System

* Linux support does not include Metering and Software Distribution



info@netsupportdna.com
 sales@netsupportdna.com

www.netsupportdna.com

Authorised Partner: