



CONTRACT MANAGEMENT IS PART OF IT

This solution is specially designed to cater different contract agreements along with their specific SLA management. This is available by default with the base system and is a key differentiator compared to other such products.

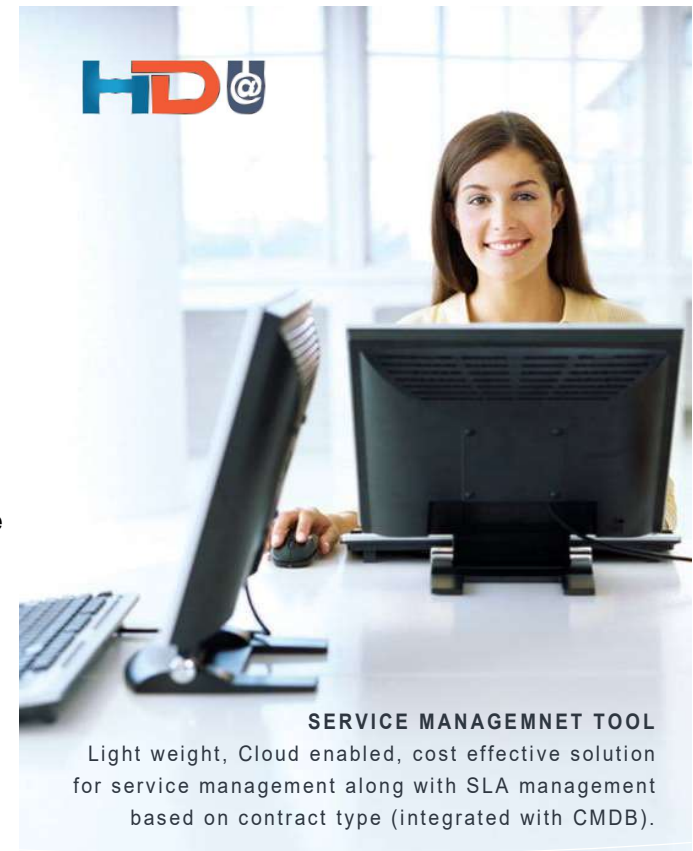
Client-services aren't just about IT support.

Anyone who takes a closer look at the configuration options will discover how flexible the service desk really is. Within the same help desk, the sales team can easily take over and contact prospects or follow up on leads, for example.

Any division, including HR and Legal, can use the ticketing system to open tickets, provide feedback and facilitate their own internal communication. This role-based system ensures that every user can access only what they are supposed to.

The service desk improves efficiency, productivity, and communication across all locations, from operations till management.

- ✓ **Increase work efficiency**
- ✓ **Multitask smarter, even on the go**
- ✓ **One place for all IT requests**
- ✓ **Customize to meet your needs**
- ✓ **Analyze IT trends, improve overall workflow**
- ✓ **Prioritize important tasks**
- ✓ **Reduce Telephone calls**
- ✓ **Detect hitches in a system and give scope for management efficacy, improvement & business growth.**
- ✓ **Provide built-in tracking and reporting metrics.**



SERVICE MANAGEMNET TOOL

Light weight, Cloud enabled, cost effective solution for service management along with SLA management based on contract type (integrated with CMDB).



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ESPL
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A Help Desk will assist in enabling an enterprise to meet their strategic goals.

A PRODUCT DEVELOPED AND MAINTAINED BY ESPL WITH NO HIDDEN LICENSE COST

ITIL, ISO 9001, ISO 27001 and ISO 2000:1
ESAS is a unique model of deployment
Conceptualized by ESPL

IMPORTANT POINTS!

- OPEN SOURCE
- CLOUD ENABLED
- CAN BE INTERGARTED WITH ASSET MANAGEMENT SOLUTIONS

Help Desk will meet the most important need of the end user. It will get them operational as quickly as possible. In addition, by following the best practices, Help Desk will enable an enterprise to have a foundation for the IT department not only to meet the needs of the end user, but also for the IT department to link strategic areas within the company. Thus, Help Desk will be the ideal component in enabling an enterprise to meet their strategic goals.

Objective of Helpdesk Management System

PROBLEME MANAGEMENT

A Help Desk should have a system that gathers information during incident management to help spot problems. This system will identify the root cause of frequent recurring incidents by capturing information in a knowledge base.

ACCESS MANAGEMENT

A Help Desk should act as keepers of user accounts along with password resets. Single ownership by the Help Desk will ensure quicker response time for end users having user or password problems.

KNOWLEDGE MANAGEMENT

A Help Desk should have a system that improves operational efficiencies by reducing the time spent to rediscover previous incidents or problems.

SLA MANAGEMENT

Service Level Agreement based management is an important function to be monitored and compliance must be reviewed. A seamless SLA management is the USP of this product.



HD@U follows Information Technology Infrastructure Library (ITIL) best practices.

It includes:

- Single point of contact (SPOC) for IT interruptions
- Computer or Software consultations
- Tracking capabilities for all incoming problems
- Problem escalation procedures
- Problem resolution



Implementation of best practices for Help Desk services is outlined in the Service Management best practices section of ITIL



WE'VE WORKED WITH A DIVERSE CUSTOMER BASE. HOW CAN WE HELP YOU?

Please connect us at sales@eduplex.in with your necessary queries and we will get back to you with our solutions