



"Growing choice in technology."

IT Helpdesk Software Solution

Having troubles keeping track of your IT Assistance requests? Need a way of keeping a history of your daily IT related tasks? Want to know exactly what computers are attached to your organisation?

Utilising Open Source software we can provide you with a full tracking system for both computer assets and their related job requests. This means you can efficiently streamline your IT Help requests for support staff to attend to.

The IT Helpdesk system allows you to:

- **Get a clear indication** of what tasks have been complete, how many tasks are in the queue, and manage their priority appropriately. The system also provides information to the IT Manager to appropriately assess areas of Professional Development and Staffing.
- **Audit** your computers to give you a centralised list of software installed on your computers, as well as the hardware specifications of each machine. This is useful if you're needing to prepare a report on how many assets you have in your organisation, or what software is installed on a computer at a given time.
- **Have easy access to your support staff.** All Helpdesk requests are logged via a web browser, so users can "log a job" with your support staff from any computer on your Local Area Network.
 - The job is added to the queue and your support staff are notified.
 - When the support staff update the job, it sends a follow up (via email) to the requesting party. So, you're always up-to-date on your job.
 - Support staff can log jobs on behalf of those that do not have access to a web browser or email.
- **Integration** into your existing IT Environment. With support for Linux, Mac and Windows Desktops and Servers, we can integrate an IT Helpdesk solution into your environment.

Unlike a lot of Helpdesk Support systems offering similar features, there is no licensing fees for this software. By utilising Open Source Software, there is only the cost of setting the system up and maintaining updates.

We can provide an IT Helpdesk Support system for your organisation. For further information, please contact us on the details below.

Contact Information:

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