

Simplify Incident Requests with GroupLink *everything* HelpDesk on SUSE® Linux Enterprise Server

Your life doesn't have to be complicated. GroupLink® *everything* HelpDesk® is mobile, web-based, and user-friendly, fulfilling multi-departmental needs for incident tracking and workflow management. GroupLink *everything* HelpDesk improves effectiveness and reduces total cost of ownership and is Ready certified with SUSE® Linux Enterprise Server.

GroupLink *everything* HelpDesk Allows Organizations to:

- + Streamline and track issues
- + Improve communication
- + Gauge performance
- + Report progress

Products:

SUSE Linux Enterprise Server

“This is our school’s second year in using the *everything* HelpDesk product and we have no problem getting our end users to stop sending emails and leaving voicemails and just enter in a help desk ticket online.”

DIANE DRIPPS

Pulaski County Schools

The Only Helpdesk Solution You Need

GroupLink *everything* HelpDesk users benefit from a comprehensive service solution that increases productivity, improves communication, and reduces costs.

Benefits

Simplify Incident Requests:

Ensure your end users can easily submit tickets using our *everything* HelpDesk’s Email-to-Ticket feature or customizable, web-based forms. The submission form displays required and customized fields and can be modified based on your organization’s needs. Enjoy autoticket routing, ensuring the right technician automatically gets the right tickets. Single sign-on including LDAP is available.



Figure 1. GroupLink *everything* HelpDesk

“It’s easy to make a simple change and upgrade. They just send you the file, you load it, and it’s off and running. It really doesn’t take much at all. It’s very simple.”

BARBARA WISELY
City of Simi Valley

Contact us at:
www.suse.com

Increase Productivity: Stay one step ahead of your organizational processes and routine tasks with our *everything* HelpDesk’s workflow ticket automation feature called Ticket Templates.

Effectively manage your hardware and software inventory and the clients to which they are assigned using Asset Management. Reduce end user incident requests with the self-help Knowledge base. Use one system to fill the needs of many departments including IT, Human Resources, Facilities, Maintenance and more.

Improve End User Satisfaction: The *everything* HelpDesk reporting tool gives you key performance indicators which show technician performance, tickets by category and location with elapsed time, and any other areas of concern. Schedule reports to be generated automatically and delivered by email daily, weekly or monthly.

Create and maintain your Service Level Agreements through automatic ticket escalation and routing based on criteria like priority, status, and elapsed time.

SUSE Linux Enterprise: The Ideal Platform for GroupLink *everything* HelpDesk

SUSE Linux Enterprise Server allows you to deliver mission-critical services, including GroupLink *everything* HelpDesk, reliably and affordably. SUSE Linux Enterprise Server is designed for organizations like yours and recommended by GroupLink.

SUSE Linux Enterprise Server allows you to:

- *Enhance system reliability*
- *Deploy mission-critical services*
- *Meet tough security requirements*

GroupLink *everything* HelpDesk (eHD) is Ready Certified with SUSE Linux Enterprise Server.

That means *everything* HelpDesk has been tested with the latest SUSE Linux Enterprise Server release and is fully supported to work in that environment. And when you need assistance, experts from GroupLink and SUSE can help install, configure, and tune your solution according to your requirements.

Customer Case Study

With a population of over 126,000, the City of Simi Valley, California is known to be the most desirable place for doing business. The city network consists of roughly 6,000 workstations at 7 separate locations including the city hall, the police department, a senior center, public services, cultural arts center, development services, and IS department.

The city could not afford to continually upgrade its help desk modules. This meant they could not stay up-to-date with current help desk technology and had to rely on old software. Barbara Wisely, Senior IS Analyst, explained, “The old program was too extensive. It was geared more towards the call center environment.”

The city needed a help desk solution that integrated with its existing Linux platform, was easy to use, and was also cost effective.

everything HelpDesk enables Wisely and her team to provide the support end users need in a timely manner while keeping within budget. The system’s integration with Linux allows the city to leverage its current infrastructure and avoid purchasing additional applications to run the software.

After the implementation of *everything* HelpDesk, Wisely and her team of technicians are now able to keep end users satisfied, easily track their work progress, and stay caught up on the latest software releases. “It’s easy to make a simple change and upgrade. They just send you the file, you load it, and it’s off and running. It really doesn’t take much at all. It’s very simple,” Wisely said.