

## Service Desk



## Improve user support efficiency

The **support and maintenance activity** of your IT infrastructure is a major stake for your organization, because it influences directly the productivity of all users and departments.

**Efficiency** of interventions to users reduces unproductive time coming from stuck staff members or unavailable equipment. This better reactivity contributes to great savings by **reducing total cost of ownership** (TCO), which has been estimated by the Gartner consultancy firm to **4000€** per year and per **workstations**.

With **ClariLog - Service Desk**, we provide several axes of improvement for:

- **Support teams:**
  - **Time savings** thanks to the centralization of requests, better visibility on tickets especially in case of the colleague's absence.
  - **Diagnosis support** thanks to the synchronization with IT Asset Management and **creation of a data base** in order to avoid constantly looking for solutions on the same incidents.
- **Users:** better reactivity of IT teams for a faster support, automated information on interventions' progress.
- **IT Management:**
  - Support decision making in terms of users' training,
  - Resources affectation,
  - Replacement of equipment,
  - Analysis of interventions' duration, costs, reactivity, SLA compliance

Easy to implement and easy to upgrade, **ClariLog - Service Desk** will allow you to evolve in management processes that you would like to setup: from a basic ticket management to an organization based on ITIL Best Practices

### Benefits

- Improve support reactivity and efficiency
- Optimize scheduling and planning of intervention
- Operational and Strategic Analysis of support and maintenance activity

### Main features

- Manage incidents, request and problems
- Prioritization and planning
- Knowledge base
- Alerts and email contact with user
- Multi entry ticket opening (ClariLog - Help Me portal, email, telephone)
- Synchronize tickets and equipment of the CMDB SLA management

### Prerequisites

**Server:** Windows 2003 Server, 2008 Server; Framework 3.5 (SP1) minimum, Microsoft IIS 6.0 or later with ASP.NET option.

**Internet browser:** Microsoft Internet Explorer 7 and later, Mozilla Firefox 3.6 and later, Google Chrome 7 and later, Safari 5 and later.

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