Your life doesn’t need to be complicated.

everything HelpDesk

effortless Use

easy Reporting

essential Integration

enriched Web Mobility

effective Asset Management

excellent Service Solution
excellent Service Solution

- Unlimited number of users can log and track incidents, check status, edit their own details and search online knowledgebase via any browser.
- Deliver cost savings through reduced telephone contact.
- 24/7 incident tracking from any time-zone.
- Mass update of ticket - easily manage your workload by updating multiple tickets at once.
- Ticket Templates for business process automation.

enriched Web Mobility

- Entirely web based.
- Accessible from any web browser (Internet Explorer, Mozilla Firefox, Safari and others).
- Smartphone enabled, including Blackberry, iPhone and others.

easy Reporting

- Eye opening management reporting becomes easy - key statistics showing improvements or problems can be identified.
- Technician Ticket Search - build powerful filters on all ticket fields, including custom fields.
- Dashboards - visually display your saved reports with the gauges and dials you choose.
- Scheduled Reports - save custom reports with a recurrence pattern to be automatically run and emailed to individuals in the organization that you select.
- Reporting based on survey results.

effective Asset Management

- Import assets.
- Hard and soft inventory.
- Custom fields reports and statuses.
- Tie assets to tickets.
- Track vendors.
- Canned reports.

essential Integration

- Schedule tasks, appointments and busy searches through the integrated GroupWise or Outlook/Exchange calendar and email system.
- Supported on Windows, Linux, MAC and OES.
- ZENworks integration.

effortless Use

- Support multiple departments from one server.
- Cross-departmental - customize eHD for every department (I.T., Facilities and HR).
- Easy, understandable end user experience.
- Self-help knowledgebase reduces end users' incident requests and decreases future support costs.
- Easy to use installer comes prepackaged with all software components needed to run the solution (MySQL, Java, Tomcat).
- Localization - View your HelpDesk in over five languages.

Built in Reporting for Business Intelligence

J2EE Compliant Application Server
(Tomcat, JBoss, Websphere)

Exchange, GroupWise, Gmail, Yahoo & other SMTP Server

Collaboration

Intranet/Internet

Data Management

MS SQL, MySQL, Oracle...

Security

LDAP, Built-in
Active Directory, eDirectory, eHD Database

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"The fact it runs on all platforms and that it integrates with eDirectory [or Active Directory], ZENworks and GroupWise [or Outlook/Exchange] email and calendar are awesome. Easy to use and very easy to set up."

- Dan Klamert, Oconomowoc Area School District