

# Optimizing Your IT Infrastructure Through Data

*How data mining will save you time  
and money, and make you more  
productive.*

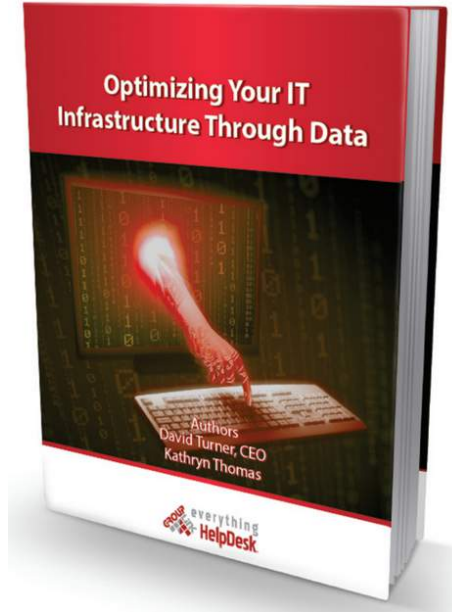


Your Complete Help Desk  
and CRM Solutions

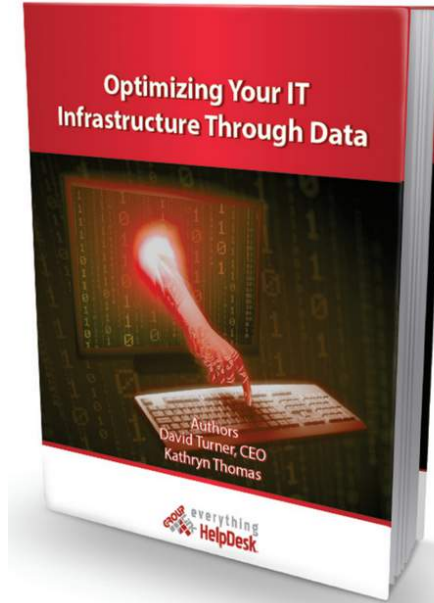
“If you’re responsible for your organization’s help desk, you might be wondering if business intelligence is something you should pay more attention to. The answer is a resounding ‘yes’, but it doesn’t have to be as alarming as it might seem.”

<http://www.getapp.com/blog/business-intelligence-and-help-desk-apps/>

**This presentation is based on our eBook.**



# This presentation is based on our eBook.



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The implementation of help desk software has helped many companies see massive improvements in productivity and work efficiency.



First National Bank



City of Naperville





IT professionals used to spend all day running around the office addressing one technical issue after another in a very inefficient manner.



Help desk software saves time and energy for employees with software problems and provides IT professionals with solutions to those problems.



However, many help desks don't collect enough data to reveal larger issues that may be present.







Data mining is the missing key to most help desk software solutions currently on the market.





More data leads to better reports and analytics.  
These reports can help to answer the RIGHT  
questions.



# What machines cause the most problems?

Reports may reveal that a certain machine or model is more problematic than others. This will allow you to compile a help guide for that model or decide to replace it altogether.



# Which users cause the most tickets?

Sometimes employees just need a little more training. Reporting tools can help to identify which users might need some additional attention, so that your IT specialists can utilize their talents elsewhere.



# What tickets consume the most time?

Reporting tools can track which types of problems take the most time to solve. You can then create a guide to streamline the process or find a way to solve the problem altogether.



# What software causes the most tickets?

There may be specific software that continually causes issues. Reporting tools can easily spot offending software, allowing you to better train your employees or completely replace the software.



# What software causes integration issues?

Your employees are much more productive when software integrations are functional. If reporting tools indicate that a particular software isn't integrating smoothly, it may be time to build a fix or replace the software.



# What brands of hardware fail most often?

Reports can help indicate what hardware brands fail more than others. This will allow you to provide feedback to the manufacturers, and if issues aren't resolved, to switch to new hardware.





# Imagine the perfect infrastructure...

Okay, maybe it doesn't exist. But you can get pretty close by harnessing the right data and implementing the right changes.

To find out more about how to leverage GroupLink's powerful reporting tools that seamlessly integrate with their help desk software, click [here](#).



Don't forget to download our FREE eBook!  
Click [here](#) to get it now!

