



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]

Your Comprehensive Service Solution



GroupLink® everything HelpDesk® (eHD)



“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

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

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.

enriched Web Mobility

- Entirely web based.
- Accessable 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.
- Authenticate LDAP with eDirectory, Active Directory and Apple Open Directory
- ZENworks integration.

