



everything HelpDesk®

Dashboards: Helping Management Gauge Real-Time Performance.

GroupLink Corporation



The Challenge

Have you and your I.T. department heard questions like these before?

- Is there a way to gauge real-time performance without wasting a lot of time?
- Do we have a way to identify help desk trends and critical process issues?
- Is there a dashboard that lets you choose your own visual displays?
- How can we increase the speed of issue resolution all while lowering I.T. costs?
- Do all of our technicians have access to our dashboards?



The Challenge

Are you tired of wasting time and money by not being able to gauge real-time performance or have sufficient data to make your critical I.T. decisions?

GroupLink's *everything* HelpDesk[®], has powerful dashboards that resolve all these issues for you.



The Solution

Key Dashboard Benefits

- Create and customize dashboards based off of eHD's saved Ticket Filters.
- Choose the gauges and dials you want to visually display your Key Performance Indicators (KPI's).
- Identify help desk trends and critical process issues.
- Increase the speed of issue resolution all while lowering I.T. costs.



The Solution

- Arrange and modify how your dashboard looks with the click of a button.
- Customize the row and column position for each gauge and dial on the dashboard, as well as the thresholds for each individual gauge and dial.
- Unlimited viewing capabilities all based off of the rights and privileges associated with eHD's Ticket Search.



everything HelpDesk

Avoid the costly expense and headaches from not being able to gauge real-time performance.

With GroupLink's *everything* HelpDesk management's ability to gauge real-time performance has never been easier.

Here's How!



Scenario

Wacashaw Public School District needs dashboards to help them see all their open tickets, how many surveys were not answered in a timely manner, all their tickets by location, and all their tickets by technician. They also need dashboards that will give them valuable, real-time information to make critical I.T. decisions to increase the speed of issue resolution, balance and spread out available manpower and resources, and increase customer satisfaction, all while lowering I.T. budget costs. The district purchased the *everything* HelpDesk to resolve their dashboard needs.

To get started the I.T. supervisor will log into the HelpDesk and start to create the District's dashboard. The supervisor name the dial all open tickets. Next the supervisor will select an eHD Ticket Filter to associate with the widget or dial. Then the supervisor will select the row and the column position for the widget, then the widget type and last of all the thresholds for the widget or dial.

Scenario

Widget Name:

Select the desired Ticket Filter for your Dashboard:

Widget Location Row: Column:

Widget Type:

Dial Horizontal Arc Dial Vertical Arc Dial Thermometer

Bar Chart Stacked Bar Chart Pie Chart Multiple Pie Charts

Thresholds: Minimum Value: Maximum Value:

Green: to


Yellow: to









Red: to

Scenario

Next the supervisor will create the other widgets or dials and gauges they want to have on their dashboard, then they will make sure their dashboard has a name.

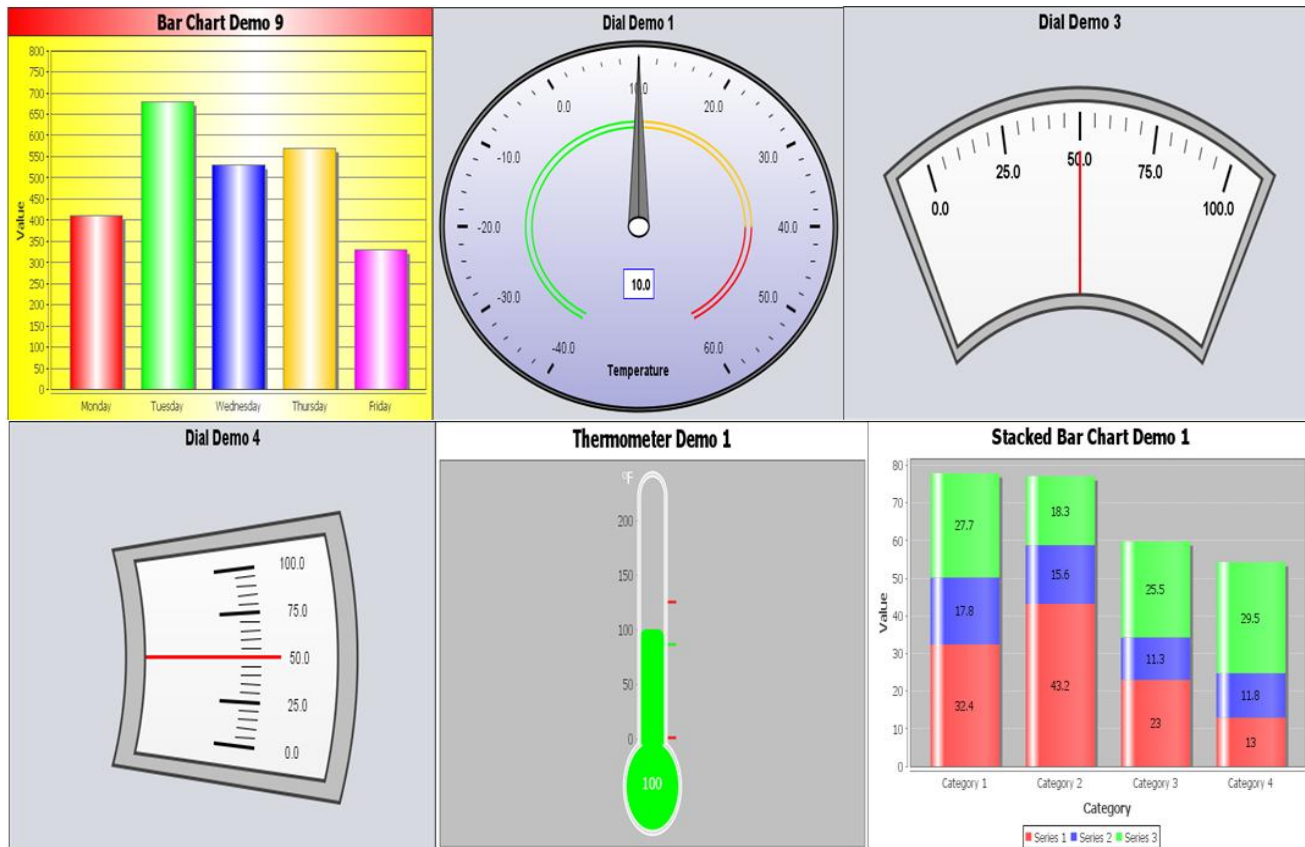
Dashboard Name:

[Add New Widget](#) 

Widget Name	Widget Row and Column Location		Action
All Open Tickets	1	1	 
Surveys Not Answered in a Timely Manner	1	2	 
Tickets by Location	1	3	 
Tickets by Technician	2	1	 

Scenario

Once the dashboard was created the supervisor launched it from the icon in the application's fish eye header. Then it was displayed on a large screen TV in the I.T. department's office.





Summary of Benefits

Using GroupLink's *everything* HelpDesk, Wacashaw Public School District was able to see all of their open tickets, how many surveys were not answered in a timely manner, all their tickets by location, and all their tickets by technician. Not only did this priceless real-time information give management the ability to make critical I.T. decisions, it also quickly paid for itself with huge returns on the initial investment by:

1. Giving management valuable data to help increase the speed of issue resolution, balance and spread out available man-power and resources, and increase customer satisfaction, all while lowering its I.T. budget costs. Saving thousands of dollars yearly.
2. Leveraging the already familiar power of eHD's Ticket Filters to create custom dashboards, hence lowering the feature's learning curve.
3. Allowing the I.T.'s management to spend it's time resolving requests and quickly responding to the issues with its critical business processes, instead of trying to get real-time information through backend custom reports.
4. Lowering the total cost of ownership for the *everything* HelpDesk by its unlimited viewing capabilities.

Summary of Benefits

Remember

1. The application not only provides a perfect dashboard solution helping management gauge real-time performance, but is also provides a smooth solution for your IT help requests.
2. End users can fill out a ticket to request IT support, as well as track their requests from the same place. This will help resolve questions such as:
 - Why do our users never fill out the appropriate paper work to request help?
 - "Hey can you help me?" phone calls.
 - How can I possibly have enough time in the day to call back and update the user on their request?
3. Manage your Business processes and routine requests and tasks with eHD's Ticket Templates and Workflow.
4. Key integration with Novell technologies such as GroupWise, eDirectory, and ZENworks 10.



Next Step

Thank you for viewing GroupLink's demonstration of *everything* HelpDesk™ Dashboards, helping management gauge real-time performance.

The product has much more functionality than we were able to show, so we hope you'll **join us for a free online demonstration**. We want to answer your questions and get your input.

To schedule a personalized online demonstration, contact Casey Trujillo at ctrujillo@grouplink.net or (801) 335-0708.

Thanks!