



everything
HelpDesk™

Comprehensive
Service Solution

Intuitive
User Experience

Multiplatform
Integration

Mobile
Management



www.grouplink.net

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everything HelpDesk™

everything HelpDesk is a complete, mobile, web-based and user-friendly help desk solution built upon ITIL best practices. Whether deployed for government, education, healthcare, financial services, or other IT service support functions, this everything solution helps you be an IT Hero while reducing your total IT cost of ownership.

Designed for Novell and Linux environments, eHD powerfully integrates with such Novell technologies such as OES, eDirectory, GroupWise and ZENworks.

Other features of eHD include: web-based technology, powerful reports, and Netware/Linux/Windows compatibility. Integration is offered with

eDirectory (NDS), ZENworks and GroupWise.

Also with eHD: access from any desktop or PDA, professional and efficient ticket tracking, increased closure rates, high adoption rate, affordable value, server only installation and the ability to use your existing authentication source.



About GroupLink®

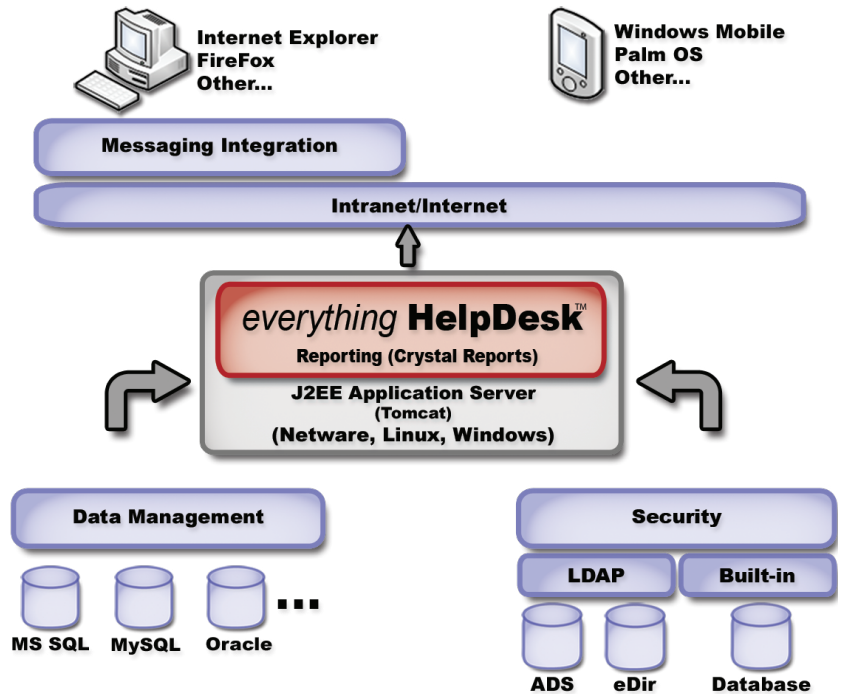
GroupLink was organized in 1996 to enable our customers to increase revenue, manage customer relationships and deliver world-class customer service.

GroupLink's mission and vision is to provide our customers with world class, best-practices Service Desk & CRM/SFA software. Our goal is to consistently deliver high-performance support services, support materials and products that exceed our customers' expectations and leverage their existing IT investments.

eHD Architecture

The HelpDesk system can be accessed via any web browser. HelpDesk runs on top of Tomcat and uses LDAP as a portal to authenticate users against the database. Supported databases include MySQL, MS SQL, Oracle and PostgreSQL.

The HelpDesk system can be accessed via any web browser including Internet Explorer and Mozilla Firefox. eHD is compatible to run on Linux, Windows, and Netware operating systems.



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eHD System & Features

Powerful reporting

- Eye opening management reporting becomes easy - key statistics showing improvements or problems can be identified
- Technician Ticket Search, build powerful filters on all tickets fields including custom fields
- Reporting based on survey results
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- Technician Ticket Search, build powerful filters on all tickets fields including custom fields
- Integration with Business Object's Crystal Reports

Wireless PDA Enabled

- Pocket PC 2003
- Windows Mobile 5.0
- Palm OS 5.4
- Blackberry (HTML browser only).

Surveys

- Configurable surveys (including

Incident management

- Incidents can no longer fall through the cracks—once a ticket is logged it will show up on reports or in automated notification
- Scheduler: Service Level Agreement (SLA) automation
- Process and track incidents via email(email to ticket enables any email to automatically be created into a ticket and dispatched)
- Make sure each incident is owned and followed up by a technician
- Automatically dispatch and assign tickets to technicians
- Prioritize and escalate tickets.

Company Support Network

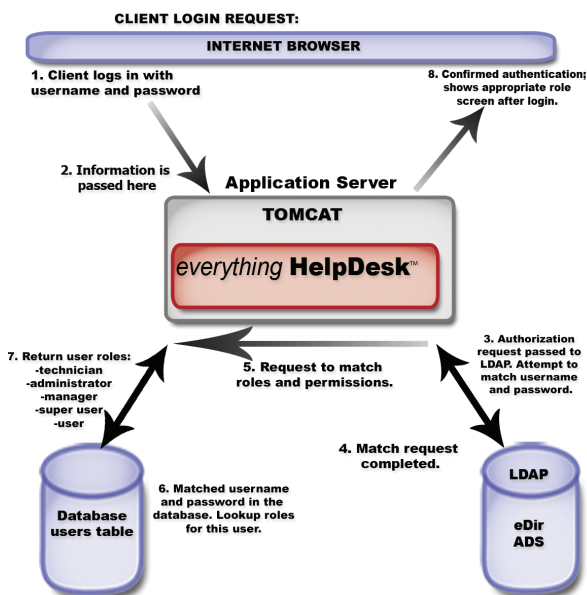
- Support multiple departments from one server
- Customize the application for every department
- Build your own company-wide support network
- Localization: View your HelpDesk in over five languages.

Knowledgebase

- Knowledgebase articles available for technicians or end users
- Ability to create knowledgebase articles from existing tickets
- Key information is collected and stored in the knowledgebase, decreasing future support costs on an on-going basis
- Text searchable fields (search entire text of the article)
- Convert a closed ticket directly to a knowledgebase article.

Customer Satisfaction

- Enable web access to ensure efficient use of all resources
- 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
- Encourage users to search the online knowledgebase for instant help and solutions.



Authentication via LDAP

Seamlessly integrated authentication of various user groups is achieved through LDAP, Active Directory Services or Novell Directory Services (eDirectory), ensuring instant user authentication from a central repository.

Collaborate within your Community

- Find cool solution articles
- Contribute to eHD forums
- Attend best practice webinars
- Check out or blog and forum

Our Commitment to Success

Comprehensive Service Solution

GroupLink believes that if we only provide you with superior support, our service has only been extended half way. Our commitment is to not only provide you with superior support, but help you provide that same level of service to your end users. This is the standard *everything* HelpDesk is bringing to the IT community.

Intuitive User Experience

All features of eHD are easy, understandable and reliable—it's a complete, intuitive user experience. The features offered for any solution are simple and easy to use. *everything* HelpDesk is easily configurable for each individual setup.

Multiplatform Integration

everything HelpDesk integrates with Novell technology including GroupWise, ZENworks and Novell Directory Services (NDS). When integrating with GroupWise it is possible to schedule tasks, appointments and conduct busy searches. If ZENworks integration is turned on, the ZENworks information for end users appears on each ticket.

Mobile Management

GroupLink's *everything* HelpDesk is entirely web based. HelpDesk is supported by Internet Explorer, Mozilla Firefox and others. This allows access from any web browser, from any desktop. And with PDA compatibility, eHD puts your service support in the palm of your hand.

Success with *everything* HelpDesk™

"The question we heard most in IT was, 'What do I do next?' Now with HelpDesk we simply point them in the right direction and off they go," said Carlson. "Providing our personnel with the means to access information and in doing, successfully fulfill their responsibilities in a timely and user-friendly way, has been a huge success for us."

-Jay Carlson, Network Administrator for the city of Naperville

"I love it," said von Gersdorff. "The difference in how our department operates now is night-and-day when compared to how it was a year ago. Everyone is very pleased, and our supervisors are particularly impressed with the reporting piece. GroupLink's *everything* HelpDesk has and will continue to be a total success for us."

-Angie von Gersdorff, Help Desk and Technical Support Manager for Washington County Board of Education

"GroupLink® provided us with a tool that allows our staff to come up with their own solutions," said Hayes. "We literally took HelpDesk out of the box, installed it, and we were ready to go."

-Lolita Hayes, IT manager for Farm Credit Council of Washington D.C.

"Your HelpDesk software is way too cool. As an administrator I was able to go in with zero training and use the knowledge-base portion with ease. The system proved to be very user-friendly—that is something we had to have for our students and faculty."

-George Bittles, Ivy Tech State College

Contact Us

To find more information and register for a demo, please visit www.grouplink.net or email us at info@grouplink.net

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GroupLink® has been a Novell partner for 10 years and is proud to be part of the Novell community.



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eHD System Requirements

Client Machine System Requirements

- Windows 2000 or higher Operating System
- Minimum of 128MB of RAM
- (optional) GroupWise v5.x or higher (32 bit version)
- (optional) Outlook 98 or higher (32 bit version)
- Internet Explorer, Firefox and Safari

User Requirements

- First and last name and email address accessible through LDAP
- Email address capable of receiving SMTP email

Server Machine System Requirements

- P4 class server or higher
- Minimum of 1GB of RAM
- Minimum of 100MB of free hard drive space (Expandable as needed)
- SMTP server capable of relaying to desired domains
- J2SE 1.4.x for Windows and Netware, J2SE 5.0 for Linux
- Tomcat 5.x

And One of the Following:

- Microsoft
 - » Windows 2000 Server Operating System or higher
- Linux
 - » RedHat Or SUSE operating system (kernel 2.4 or higher)
- Netware
 - » Netware 6.5 SP2 or higher

Database Server Machine System Requirements

- P4 Class Server or higher
- Minimum of 1GB of RAM
- Minimum of 1GB free Hard Drive Space (expandable as needed)
- Windows 2000 Server or higher

And One of the Following:

MS SQL Server

- Version 5.0 recommended

PostgreSQL

- RedHat Or SUSE operating system (kernel 2.4 or higher)
- Unix (contact GroupLink for supported versions)
- PostgreSQL database version 7.3 or higher

MySQL

- RedHat Or SUSE operating system (kernel 2.4 or higher)
- Unix
- Netware 6.5 SP2 or higher
- MySQL 4.0 or higher

Oracle

- Linux
- Unix
- Oracle 9i or higher

Database Server Machine System Requirements

- GroupWise 5.x or higher for persistent identity management
- X.500 Compliant Directory with LDAP support

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For the most up-to-date System Requirements visit our website
<http://www.grouplink.net/products/helpdesk/?page=req>

