



everything HelpDesk®

The Novell Integrated Help Desk Solution

excellent Service Solution

effortless Use

effective Asset Management

essential Integration

enriched Web Mobility

easy Reporting

www.grouplink.net

©2009 GroupLink® Corporation

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.

Multiplatform integration, eHD powerfully integrates with technologies such as OES, Windows, eDirectory or Active Directory, GroupWise or Outlook and ZENworks.

Other features of eHD include: web-based technology, powerful reports, and OES/Linux/Windows compatibility.

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.

Internationalisation

everything HelpDesk can be viewed in multiple languages, including; German, Dutch, Finnish, Swedish, French, Italian, Spanish, Portuguese, and others.

The screenshot shows a web browser window titled "Ticket # : 64 - Mozilla Firefox" with the URL "http://localhost:8080/ehelpdesk/ticket/edit2.gml?refreshParent=true&tid=64". The page displays the following information:

- Ticket #:** 64
- erstellt:** 14.08.2009 08:56
- aufgegeben durch:** Franz Müller
- Geändert:** 14.08.2009 08:56
- Arbeitszeit:** 00:00:00

The form is divided into several sections:

- Kontaktinformation:** * **Kontakt:** Müller, Franz; **Telefon:** (None); **Email:** franz@grouplink.net; **Adresse:** (None)
- Ticket Informationen:** * **Standort:** die Frieburger Universität; * **Gruppe:** Informationstechnik; * **Kategorie:** Enamei; * **Bestimmt für:** Müller, Franz; * **Priorität:** Low; * **Status:** Assigned Not Updated; **aufgegeben durch:** Franz Müller; **Geschätztes Fertigstellungsdatum des Tickets:** (empty)
- Beschreibung:** * **Betreff:** ich habe mein passwort GroupMise; **CC:** (empty); **BC:** (empty); **Notiz:** ich habe mein passwort GroupMise
- Anhang:** (empty) with a "Browse..." button

At the bottom, there are sections for "Sub-Tickets" and "Bemerkungen". A "Sichern" button is visible at the bottom of the form.

essential Integration

- Schedule tasks, appointments and busy searches through the integrated **GroupWise** or Outlook/Exchange calendar and email system
- Supported on Windows, Linux and OES
- Seamlessly integrated authentication of various user groups is achieved through LDAP, **eDirectory** or Active Directory, ensuring instant user authentication from a central repository.

excellent Service Solution

- 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.
- Knowledgebase articles available for technicians or end users
- Ability to create knowledgebase articles from existing tickets

effortless Use

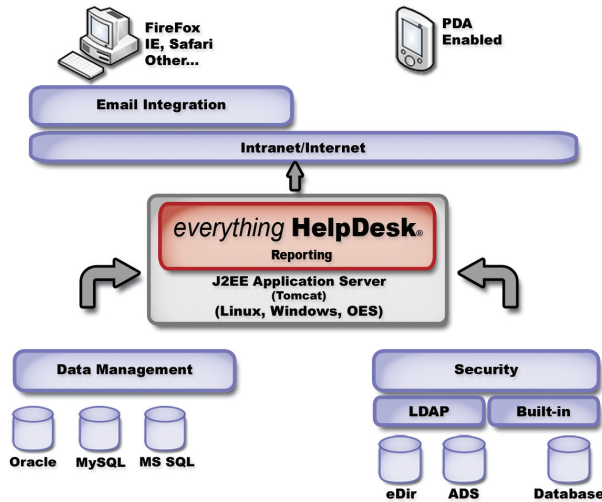
- Support multiple departments from one server
- Customize the application for every department
- Easy, understandable end user experience
- Build your own company-wide support network
- Localization: View your HelpDesk in over five languages.

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
- Reporting based on survey results

enriched Web Mobility

- Entirely web based
- Accessable from any web browser (Internet Explorer, Mozilla Firefox, Safari and others)
- Wireless PDA enabled



ZENworks 10 Integration with everything HelpDesk

- Search ZEN assets within everything HelpDesk Tickets
- Run and save reports grouped by ZENworks assets
- Integrate your ZENworks Database (excluding ZENworks embedded Sybase DB)
- Tie ZENworks assets to eHD Tickets
- Access the ZENworks Asset Detail Page from within eHD
- View troubled asset reports for ZENworks managed devices
- View ZEN asset and associated tickets
- Remote control ZEN Assets within HelpDesk tickets



Remote control this user's workstation

Asset Tracker configuration bar on the admin menu

Link ZENworks Assets to HelpDesk incidents



The **Novell**. Integrated
HelpDesk Solution