

# *everything* HelpDesk®

*excellent* Service Solution

*effortless* Use

*effective* Asset Management

*essential* Integration

*enriched* Web Mobility

*easy* Reporting

[www.grouplink.net](http://www.grouplink.net)

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**GROUP LINK** *everything*  
**HelpDesk.**

# everything HelpDesk®

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

eHD is designed as the cross platform service desk solution. It runs smoothly on Windows, major Linux distributions, Macs and Novell platforms. The illustration below demonstrates how eHD integrates with your IT infrastructure.

With everything HelpDesk, you can expand your help desk capabilities with Incident Management, Change Management, Project Management and Problem Management with ITIL best practices. Business processes and Reporting are both made easier with Ticket Templates and Scheduled Reports. Because eHD integrates with Exchange, GroupWise, Gmail, and other SMTP servers, keeping up with tickets and tasks is as easy as checking your email. Best of all, the eHD application is simple to use for End Users and with world class customer service Technicians, Managers, and Administrators will have a great experience as well.

## About GroupLink®

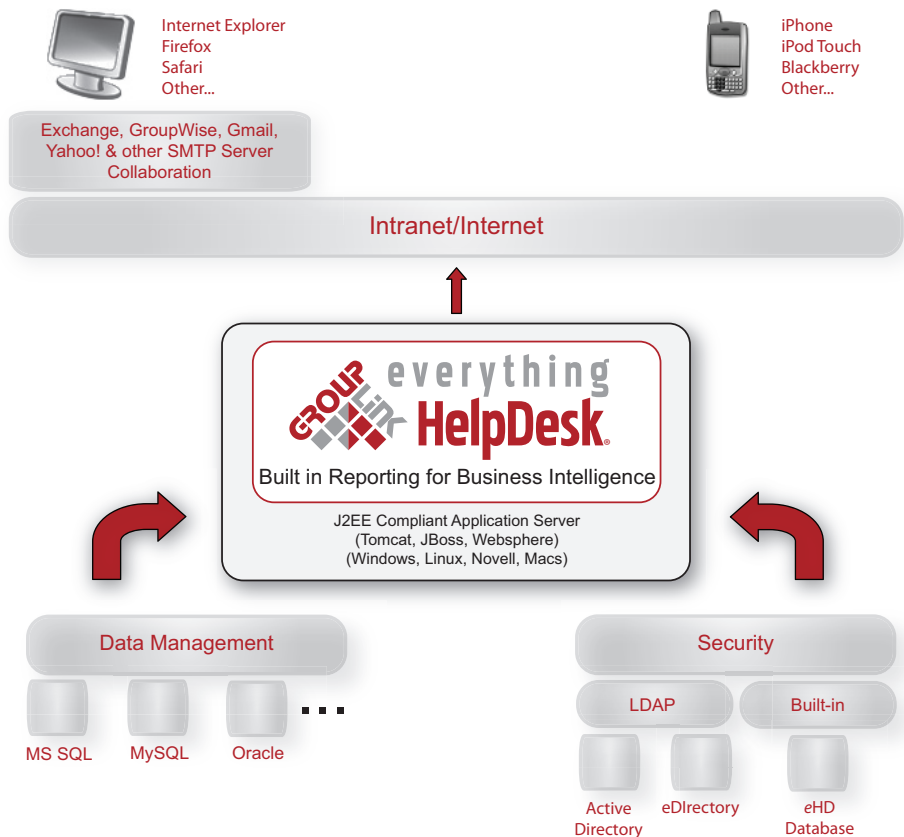
GroupLink was organized in 1996 to enable our customers to increase revenue, manage customer relationships, and deliver world-class customer service.

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 including Internet Explorer, Mozilla Firefox and Safari. eHD is compatible to run on Linux, Windows, Apple and Netware operating systems.

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.



# eHD System & Features

## 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

## 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 and Active Directory
- ZENworks integration.

## Other Cool Features

### Surveys

- Configurable surveys (including the option to survey on category options you create)
- Survey information stored in the database
- Reporting based on survey results helps to guarantee end user satisfaction

### 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.

## effective Asset Management

- Import assets.
- Hard and soft inventory.
- Custom fields reports and statuses.
- Tie assets to tickets.
- Track vendors.
- Canned reports.

## effortless Use

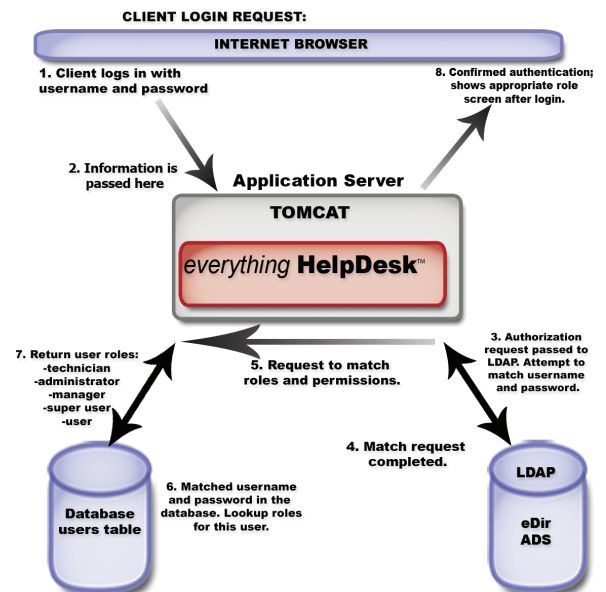
- Support multiple departments from one server.
- Cross-departmental - customize eHD for every department (I.T., Facilities and HR).
- Easy, understandable end user experience.
- Self-help knowledgebase reduces end users' incident requests and decreases future support costs.
- Easy to use installer comes 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.



## Collaborate within your Community

- Contribute to eHD forums
- Attend best practice webinars

# Our Commitment to Success

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.

## Latest Release Features

### Scheduled Automatic Reports

- Have your saved custom reports set on a scheduled recurrence pattern, and automatically ran and emailed to your boss in time for your weekly meetings.
- No more number crunching right before meetings.

### Mass Ticket Updates

- Update multiple ticket's Work Time, Contact, Assignments, Statuses, eve History Comments, and more all in one quick pass.
- Link same type incident tickets to one parent ticket for swift incident management.
- Don't waste time updating tickets one at a time!

### New iPhone Specialized Interface

- Create, Modify, and update Incident Tickets directly from your iPhone.
- Interface specifically designed to feel natural, and flawlessly smooth to your finger gestures.
- With the touch of your finger you can call or email the ticket contact directly from the Ticket!

### New All Inclusive Installer

- Have your saved custom reports set on a scheduled recurrence pattern, and automatically ran and emailed to your boss in time for your weekly meetings.
- Easy to use wizard installer comes pre-packaged with all the software components needed to run the everything HelpDesk: MySQL, Java, Tomcat, and the eHD Software.
- Upgrades have never been simpler, just a click of the button and the installer does the rest!
- Arrange & modify how your dashboard looks.

### Powerful Custom Reports for True Business Intelligence

- Built-in reporting tool allows for easy report creation, no third party solution necessary!
- Create unique reports utilizing your custom fields as they are added as column headers that display your custom field values.
- Boolean operators give you precision data mining power for your business intelligence.
- Name, save, and save as functions provide private and public filters and reports unique to you or your entire team.

### Customize Your Ticket Screen

- Make, name and order your own unique tabs on your Ticket Screen with saved Ticket Filters.
- Decide the ticket properties you want displayed; including custom fields!
- New request tickets are bolded, just like your email client, for efficient ticket management and prioritization.
- Incident Tickets are uniquely flagged when an update is made by the End User or another Technician or Manager.

## Success with *everything* HelpDesk®

### K12

“The fact it runs on all platforms and that it integrates with eDirectory [or Active Directory], ZENworks and GroupWise [or Exchange/Outlook] email and calendar are awesome. Easy to use and very easy to set up.”

- Dan Klamert, Oconomowoc Area School District

“Even though GroupLink is a vendor and not a partner, we consider them to be one. They have far exceeded our expectations from any company that we do business with.”

-Toby Higginbotham - Senior Systems Specialist Region 18 ESC

### Government

“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, providing our personnel with the means to access information and in doing, successfully fulfill their responsibilities in a timely and user-friendly way.”

-Jay Carlson, Network Administrator for the city of Naperville

### Higher Education

“Your HelpDesk software is way too cool. As an administrator I was able to go in with zero training and use the knowledgebase 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

### Healthcare

“We now have a 94% response time, which means all requests are handled within the first 5 minutes...we have decreased our phone calls to the help desk by over 70%, with end user satisfaction at an all time high.”

-Teresa Stillwell, Catawba Valley Medical Center

## Contact Us

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To find more information and register for a demo, please visit:

[www.grouplink.net](http://www.grouplink.net)

or email us at [info@grouplink.net](mailto:info@grouplink.net)

For a free 30 day trial download please visit:

[www.grouplink.net/forms/ehdtrial.html](http://www.grouplink.net/forms/ehdtrial.html)

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## eHD System Requirements

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### Client Machine Web-Browser Requirements

- \* IE 7 or higher
- \* Firefox 2.5 or higher
- \* Safari 4 or higher
- \* Mobile Devices Optional. (Contact your account representative for a list of supported devices.)

### Server Machine System Requirements

- \* Minimum of 2 GB of RAM
- \* Java-J2SE 1.5 or higher
- \* J2EE compliant application server (Tomcat, JBoss, Websphere, or Weblogic)
- \* One of the Following Operating Systems:
  - o Microsoft Windows (XP, Server 2000 or higher)
  - o Major Linux Distributions (Ubuntu, RedHat, Fedora)
  - o Novell's OES, OES2, SUSE, SLES 9 or higher
  - o Mac OS X 10.4 or higher
- \* SMTP Email Server (required for sending outgoing email notifications)\*
- \* POP 3 or IMAP compatible mail server (required for email to ticket feature)\*
- Active Directory or eDirectory (required for LDAP integration)\*

### Database Requirements

- \* Minimum of 1 GB free Hard Drive Space (expandable as needed)
- \* One of the Following Database Servers:
  - o MySQL (5.0 or higher)
  - o PostgreSQL (7.3 or higher)
  - o Oracle (9i or higher)
  - o MS SQL Server (v. 2000 or higher)
  - o Sybase (15 or lower)

\* Not required for core eHD™ functionality.

Aug 2010 eHD 9.1

For the most up-to-date System Requirements visit our website  
<http://www.grouplink.net/products/ehd/requirements.html>



everything  
**HelpDesk**<sup>®</sup>