



Whitepaper:

The Benefits of Help Desk software

A discussion on the benefits of using dedicated Help Desk software to manage service issues instead of ad-hoc systems.

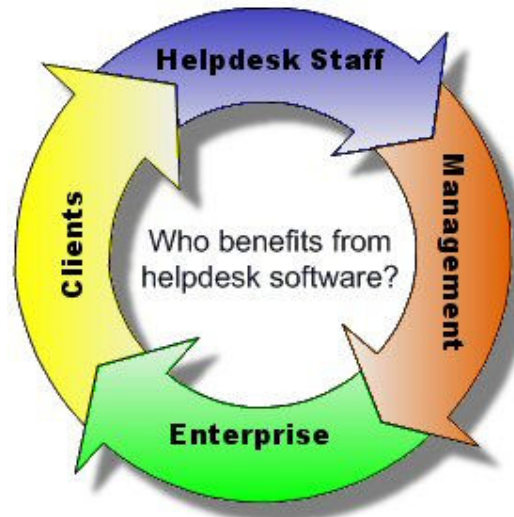
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Benefits of Helpdesk Software

Helpdesk software is a broad term for business software that can add value and productivity to a number of key areas within the enterprise. From a broad perspective, properly configured and utilised helpdesk software has a positive influence on the end-user clients (employees, contacts etc) of an enterprise, the helpdesk staff, the helpdesk management and the enterprise as a whole.



The HelpMaster Pro suite of helpdesk software from PRD Software has been specifically designed for the modern helpdesk environment. Below are just some of benefits for the key players within the enterprise.

Benefits for clients - the end users

Helpdesk software has many advantages for the end-client.

When a client has an issue that needs to be addressed, they have a common point-of-call that they can contact - the helpdesk. They know that their issue is being correctly logged, assigned and actioned within a specialised computerised system, instead of being lost in paper-work, or verbally "handed" around the office. Additionally, the client gets the benefit of staying in the communication loop via the power and ease of automated email correspondence that a helpdesk system can provide. Their personal history is recorded for future reference so that trends, and trouble areas can be quickly identified and addressed.

With the use of the HelpMaster Pro internet Client Access Module, clients are also able to log-on to an internet site and then log their own issues, check on their progress and resolve them if they are no longer a problem. Clients can do this from any location where they have access to an internet browser. This means supporting clients in remote locations just got a whole lot easier.

Summary of benefits

- The client has a standard way of reporting helpdesk issues
- The client builds a helpdesk history that will help establish and identify problem areas with equipment, training etc
- The client can have confidence that each issue has been logged and is being dealt with
- The client should receive better service, and have issues resolved in a timely manner
- The client can gain access to on-line knowledge base information for "self-help"
- The client can use the internet to log their own jobs, or check on progress
- The client will receive automatic email notification about status of their helpdesk job

The bottom line for the client is that they get better and timely service. Recurring issues can be prevented and they have confidence that nothing will "fall through the cracks".

Benefits for helpdesk staff - the day-to-day users of helpdesk software

A modern helpdesk requires modern helpdesk software. A helpdesk that uses paper, email, or some "home-grown" helpdesk system will at some point reach it's limits in terms of functionality and performance. Helpdesk staff are computer literate people who should be able to utilise the latest advancements in helpdesk software. This is where HelpMaster Pro can greatly assist.

HelpMaster Pro allows helpdesk staff to have all the necessary tools to log, analyze and assist in the resolution of helpdesk issues. The central database allows all staff to monitor other "job queues" as well as being able to report on client helpdesk history. With the use of add-on tools such as the Priority Manager, jobs can be pro-actively managed for timeliness, accuracy and structured workflow.

Summary of benefits

- Central database of client details, helpdesk history and resolution tools
- Action log to record every event in a helpdesk job history
- Structured workflow for all helpdesk activity
- Automated escalation tools to assist in timely support

Benefits for management

Helpdesk managers benefit from helpdesk software because they know that a large part of the daily running of a helpdesk is automated by the effective use of helpdesk software. They know that their staff are being assigned jobs, are using a structured workflow and are required by the system to provide accurate and timely service. Managers can quickly generate meaningful reports that can highlight performance bottlenecks, recurring client issues, and outstanding service. They are able to quickly configure complex escalation and

service level agreement rules so that their helpdesk support is effective and provides the level of service that clients demand.

Summary of benefits

- A way of enforcing staff to use a specific workflow
- An automated way to apply service level agreements
- An automated way to perform helpdesk escalations
- Statistical and trend reports to identify problem areas and increase helpdesk efficiency
- Provide better service to clients

Benefits for the enterprise

Overall, the entire enterprise benefits from effective helpdesk software.

Clients that stop work due to technology problems are non-productive. Helpdesk staff that don't have the tools and information to resolve problems are ineffective. Managers that can't provide or work from meaningful reports are not managing. All of these things affect the bottom line of the enterprise. In a recent Gartner Group survey, the vast majority of those surveyed deemed the helpdesk to be a "strategic asset" within the enterprise.

Summary of benefits

- Increased "up-time" for productive employees
- Technology problems are minimised and addressed in a timely manner
- Clients, staff and management have modern tools to work effectively
- Leverage use of the internet to provide support to remote clients