

active servicedesk

Enhance your IT problem management capabilities

A Web-based enterprise-level application to manage service calls

Today's computing environment is a volatile quagmire of distributed networks, hardware and software, made all the more challenging by rapid technological developments and a continuous flow of new regulations prescribing good corporate governance.

The adoption of technology as a tool to facilitate core business functions has led to complex company infrastructures that demand maximum uptime and high levels of service; while the trend towards IT outsourcing has placed an emphasis on IT departments to justify their value to an organisation by providing statistics on the levels of service they deliver.

Slow and unmanaged service to customers and employees leads to a breakdown in relationships and loss in productivity.

Managing this situation without the help of IT asset management and service desk tools is an almost impossible task.

- You need the right tools that enable you to easily find answers to critical questions that have an impact on your business performance and your bottom line.
- You need the right tools to measure service delivery; and
- You need the right tools to enable speedier time to resolution of technical problems, removing technological obstacles to end-user productivity.

Efficient companies are moving towards the adoption of best practices in external and internal service delivery. *active servicedesk* provides the necessary tools to manage these functions.

Active ServiceDesk features include:

- Call logging against users or devices;
- Call tracking by priority and category;
- Call escalations;
- Call governing by service level agreements (SLA);
- Call logging and management; and
- User-defined call categories.

Core components:

- Web-based application for enterprise deployment;
- User-defined task definition;
- Unlimited sub-tasks supporting business process workflow;
- End-user call logging and task monitoring;
- Calls logged against task type, personnel and assets; and
- Auto call generation from e-mails and third-party monitoring software.

Business benefits include:

- Improved problem management;
- The ability to measure problems and provide proactive support instead of the traditional reactive support;
- Empowering users to view call progress and to understand the implications of logging support calls;
- Easy access to statistics about calls, thereby providing information to better manage service levels;
- Improved service desk effectiveness;
- Optimised IT infrastructure efficiency;
- Improved business process definition; and
- Improved personnel communication.



Latitude software
active servicedesk

The right tool

Tightly integrated with Latitude Software's *desktop auditor*, *active servicedesk* enables users, support technicians and service desks to record and manage all service delivery processes, problems and queries.

It offers a communication platform between IT consumers and infrastructure support staff; enables e-mails to be sent to users requesting support, informing them that the problem is being addressed and providing them with updates on resolution progress; ensures that work orders are issued and calls are logged via e-mail; and guarantees that asset users in the organisation can interact with IT support staff regarding changes or support issues.

It also enables the implementation and measurement of service level agreements through the association of tasks with expected deliveries, and the provision of management information to reflect on actual performance.

As a Web-based tool active servicedesk enables customers to:

- Log and monitor service requests;
- Track and manage service request lifecycles;
- Implement problem management processes;
- Improve customer service efficiency;
- Understand where service delivery problems originate; and
- Measure customer satisfaction.

Rapid return on investment (ROI) is achieved through:

- Web-based application for easy deployment;
- Easy definition of business processes;
- Improved customer interaction during service delivery;
- Improved management of customer expectations;
- Management reports supporting SLA delivery.

The right fit

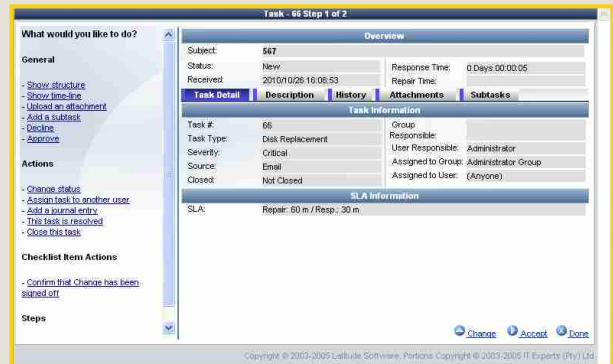
Latitude Software's highly scalable solutions are designed to match, and better, current global IT asset management applications while maintaining affordability. Testimony to our offering, some of our larger customers include BMW, Macsteel, Waltons, Parmalat SA and Africon.

Our mission...

To meet your changing needs through continuous development and support of world-class and competitively priced asset management solutions. We achieve this through the forging of strong, sustainable customer relationships and maintaining a powerful and innovative software development team.

Today, business must dictate to technology, and not the other way around, on how the business must operate. Technology must align itself around business requirements accordingly.

Managing expectations is an integral part of a happy organisation. *active servicedesk* provides the mechanism that enables business processes to be implemented and service deliverables measured. It becomes the central point of communication in a company and delivers the statistics to quantify service delivery.



Latitude|software
 desktop auditor

IT inventory management and systems administration tool



Latitude|software
 active servicedesk

A Web-based enterprise-level application to manage service calls



Latitude|software
 active asset manager

A financial, fixed asset register system to manage asset location and depreciation



Latitude|software
 Automating IT Asset Management

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