

DNA⁺ HELPDESK

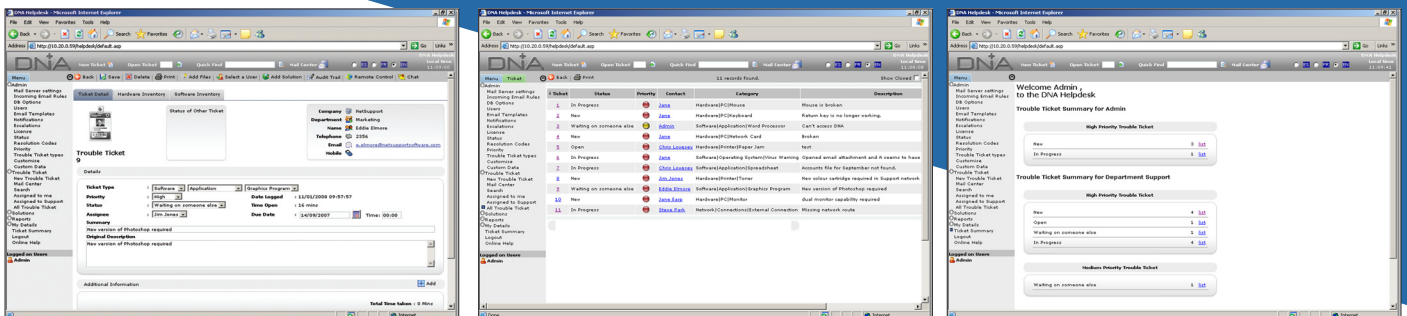
DISCOVER

DETAIL

DEPLOY

A powerful web based solution aimed at minimising the amount of system downtime whilst providing effective support for all users of IT assets.

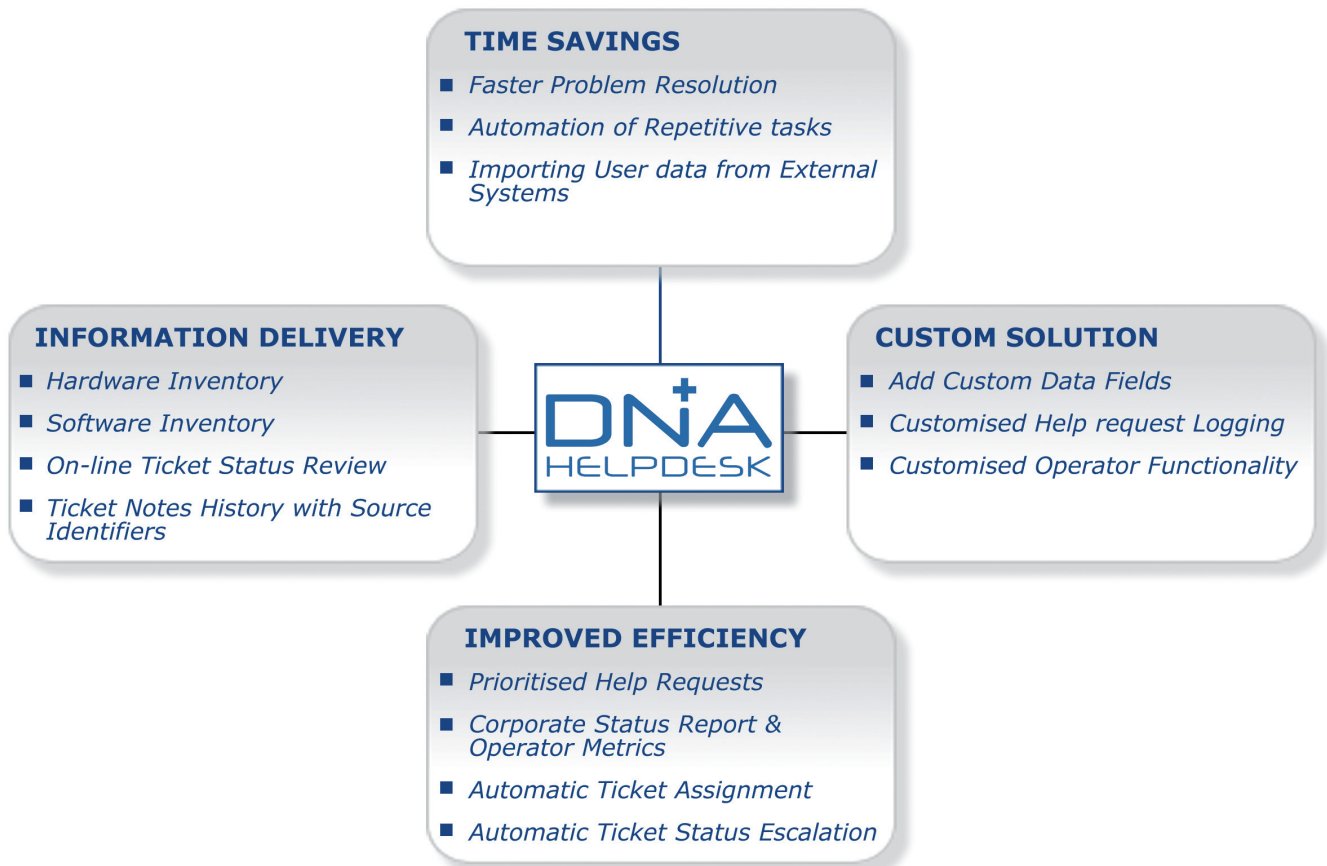
Consolidate your helpdesk into one location and generate detailed recording and tracking of enterprise wide support requests.



NetSupport DNA Helpdesk

Every organisation depends in part on its IT infrastructure to remain competitive and efficient.

As this dependency grows, so to does the need for providing effective systems to minimise downtime, improve the efficiency of support provided by automating repetitive tasks and by generating user-friendly reporting.



FLEXIBLE

As a fully web based system, DNA Helpdesk requires no software pre-installation and provides an import wizard to allow for simple importing of user details from other external systems.

PERSONAL

As every organisation is unique, possessing differing requirements, DNA Helpdesk allows for the customisation of many key features within the solution. From operator functionality to the creation of specific data entry fields, DNA Helpdesk can be tailored to fit seamlessly into your organisation.

PRODUCTIVE

Use the real time corporate status reports to gauge the effectiveness of how support requests are being managed and maintained. Encouraging the improved productivity of the Helpdesk is only half the challenge. Educating your users to reduce the frequency of future support requests is equally important. With DNA Helpdesk, users are able to search for answers before logging a support requests and check and review on-line the status of their Helpdesk ticket.

POWERFUL

Knowing what hardware and software is installed on the users PC will help to reduce call escalation whilst increasing problem resolution. With DNA Helpdesk, a full inventory is provided for each of your users systems together with an ongoing history by user for all previous support requests. DNA Helpdesk empowers your Helpdesk operators, giving them the information needed to deal with more requests in less time.

EFFICIENT

Because no two organisations are the same, and therefore rely on different critical systems to remain competitive and efficient, DNA Helpdesk allows for automatic priority assignment of ticket types. For example, a trouble ticket relating to 'Server Failure' can be automatically assigned a priority status and allocated to the 'Server' specialist within the Helpdesk team.

FEATURES AT A GLANCE

TICKET GENERATION AND MAINTENANCE

- Automatic Assignment of Tickets - based upon pre-defined customer rules.
- Automatic Ticket Escalation - based upon customer defined rules.
- Ticket Notes History - including Source Identifiers.
- Help Request Logging - including customisable categories to aid inputting.
- Attach Files to Tickets.
- Automatic Ticket Priority Assessment.

INTEGRATION AND INFORMATION GATHERING

- Profiled Operator Access.
- Corporate Status Reports - including total calls in, call status and average resolution time.
- Active Directory Integration - for easy user data reporting.

SYSTEM DIAGNOSIS AND USER EMPOWERMENT

- Solution Database to aid future Help Requests.
- Full User Inventory - Hardware and Software.
- On-line Reviewing - including raising Help requests and real time Current Status Reports.

REDMOND MAGAZINE

DNA Awarded

"DNA not only gives you full hardware and software inventory, but also Application and Internet metering and software distribution. You can also add a Web-based help desk and remote-control client with add-on modules that you purchase separately.

I was impressed with DNA's feature set. If you need a utility to take a thorough inventory of your software and hardware assets, download DNA and give it a try."



PC PRO MAGAZINE

Editors Recommendation.

"Despite its simplicity, NetSupport DNA offers a good range of desktop management tools backed up by the unique internet and application metering and control features. Fine choice for businesses that don't want the complexity inherent in many enterprise management products".



A COMPLETE ENTERPRISE SOLUTION

DNA Help Desk is available as a stand alone solution or as an integral component of the overall Enterprise Management Suite, NetSupport DNA (Dynamic Network Administration).

Given that IT assets account for the largest proportion of the overall IT spend, ensuring they are properly managed and maintained becomes one of the highest priority corporate goals for any organisation where TCO (Total Cost of Ownership) is high on the agenda.

Together with offering an effective Help Desk, organisations need to consider the implications of licence management & compliance together with facilitating central management of enterprise PCs.

NetSupport DNA is a proven Enterprise Management Suite combining Asset Management with Software Distribution, Application & Internet Metering, best of breed PC Remote Control, Enterprise Reporting and web based Help Desk.

Recognising that organisations have differing requirements, NetSupport DNA is available as a complete solution or in a modular format, allowing you to pick and choose only those features that best meet the current needs of your organisation.

	DNA INVENTORY			DNA SUITE		
	Pack 1 ↓	Pack 2 ↓	Pack 3 ↓	Pack 4 ↓	Pack 5 ↓	Pack 6 ↓
User Management	■	■	■	■	■	■
Hardware Inventory	■	■	■	■	■	■
Software Inventory	■	■	■	■	■	■
Application Metering	■	■	■	■	■	■
Internet Metering	■	■	■	■	■	■
Software Distribution	■	■	■	■	■	■
DNA Remote Control	■	■	■	■	■	■
NetSupport Manager	■	■	■	■	■	■

ABOUT NETSUPPORT

Headquartered in The UK, NetSupport specializes in the development and promotion of commercial software packages to manage and support Local and Wide Area Computer Networks. Its flagship products are the highly successful NetSupport Manager Remote Control and PC Management application, NetSupport DNA, offering advanced Enterprise Asset Management, NetSupport School, the leading interactive classroom and training software solution and NetSupport Protect, advanced desktop protection and endpoint security.

NetSupport and its derivatives are sold worldwide and enjoy market-leading status in many countries. NetSupport is recognized as one of the fastest growing technology companies in the EU, consistently included within the Deloitte & Touche Fast 50 Awards (6 years running) and was recently voted the #1 UK Technology Exporter (European Technology Forum).