

Essentials: Overview

Supportworks Essentials is a professional product aimed at the service desk where speed of deployment, ease of use, low cost of ownership and rapid user adoption are paramount. Deploying a helpdesk for IT, customer service or any other function can be a complex and costly exercise.

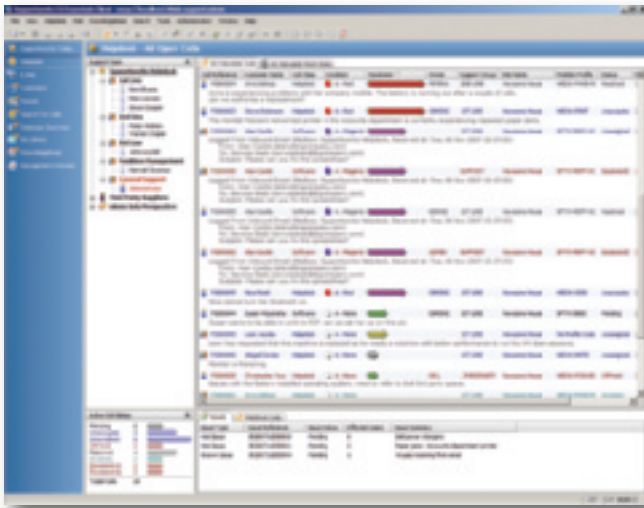
Supportworks Essentials offers a low cost of ownership yet comprehensive service desk with an award winning pedigree.

WHY CHOOSE SUPPORTWORKS ESSENTIALS?

Essentials shares the same technology as Hornbill's award-winning Supportworks Enterprise solutions, used by literally millions of users globally. The core application of Essentials is identical to Supportworks Enterprise Support Platform (ESP), with some discrete limitations applied to some of the functionality that would typically only be required by larger organisations. The standard functionality is designed to ensure that the application can be installed and supported with minimal overhead. Essentials delivers a highly configurable out of the box solution with enterprise level performance and the confidence that a full upgrade path to Supportworks ESP is available to you when your organisation needs it.

ESSENTIALS FEATURES

Supportworks Essentials is a mature, comprehensive windows-based service desk application offering a high-value feature set as standard.



Essentials provides the ability to manage calls in a busy service desk environment via an intuitive analyst interface, supported by comprehensive call management features.

Call logging is straightforward, requiring minimal training before a new user is familiar with the system and productive.

Key features include simple right click menus, drag & drop of calls between analysts, wizard-driven reporting, service level agreements (SLAs), powerful searching capabilities, comprehensive e-mail functionality, asset management and a knowledge base, enabling analysts to share information between themselves and to selectively publish to customers.

SELFSERVICE REDUCES CALLS TO THE SUPPORT DESK

Essentials provides a web based Customer SelfService Portal which allows customers to log and update calls, view status of existing calls and access service information on-line, without the need to speak to service desk personnel, reducing overhead and increasing customer satisfaction.

This Web-based, zero client interface offers unlimited access making it a cost effective method of providing self help to all of your customers.

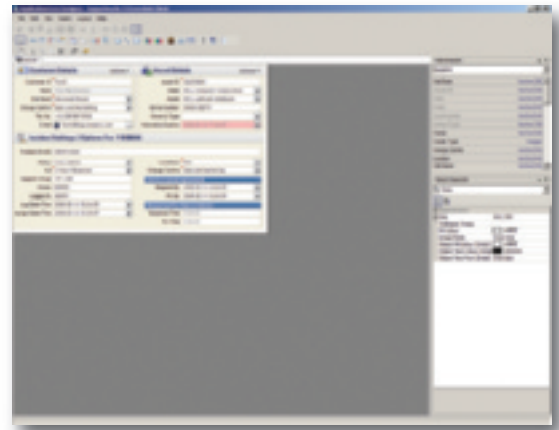


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CUSTOMISATION

ESSENTIALS includes a fixed database schema with a number of user-definable fields for most entities allowing for easy customisation and enabling the application to work in exactly the way that best fits your organisation's needs.

The graphical form designer allows the administrator to change the look and feel of the application's forms, add company logos and other images, add extra buttons to perform other functions, change the columns displayed in search result lists and to make many other common amendments.



A FOUNDATION FOR ITIL

Essentials is built with full consideration of ITIL best practices and benefits from Hornbill's many years of experience in delivering ITIL compatible solutions. By adopting Essentials, the organisation is able to follow the disciplines of incident, problem, SLA and change request management which are typically the first steps taken down the ITIL path.

INTEGRATED ASSET MANAGEMENT



Essentials is provided with a 50 node starter pack of Hornbill's Assetworks Discovery tool to enable you to start tracking and managing your assets immediately. Essentials also offers seamless integration with other market leading Asset discovery tools including; LANdesk, Centennial, Altiris and Microsoft SMS.

TECHNICAL SPECIFICATIONS

Essentials is shipped with a preconfigured database based on MySQL so it works right out of the box with no other software or license purchases required. Essentials can also be configured to run on MS SQL.



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