



Apsynet

A simple, comprehensive and efficient answer to Service Desk management

CDC Help Desk

Product Brochure

ADVANTAGES

- ✓ Performance follow-up
- ✓ Improved professional recognition
- ✓ Enhanced reactivity
- ✓ Higher productivity
- ✓ Reduced costs
- ✓ Compliance to ITIL recommendations

In a society ever more demanding in terms of quality and reactivity, today's IT managers are intent on bringing the best quality services to their internal clients, in other words the users of their company's data system. Answering their needs for availability, efficiency and reporting is what it is about. This is why Service Desks must have a dependable and high-performance solution that enables the industrialization of tasks that will ultimately lead to enhanced quality in terms of services and a positive company image.

CDC Help Desk is a comprehensive and accessible Service Desk management module. This tool helps initiate better work practices and helps follow ITIL requirements, thus rationalizing the organization of the IT management's services and formalizing interrelations among users.

CDC Help Desk is supported by **Apsynet DataCenter** technology thus providing an easy-to-implement, durable and flexible solution.

This tool comes standard with **CDC Technical** and is part of the optional modules proposed by **Cim DataCenter** along with:

- **CDC Asset Management**, cost and IT Assets life cycle control
- **eDataCenter**, universal access to Apsynet applications via a Web browser.

A COMPREHENSIVE AND USER-FRIENDLY SOLUTION FOR THE MANAGEMENT OF INCIDENT PROCESS

An operational solution integrated to IT Management

CDC Help Desk uses the **CDC Technical** solution as a reference source for all the technical and administrative information concerning your company's IT Assets and its users. This architecture provides precise, dependable and comprehensive information on the management of the Service Desk.

Quick and intuitive management of the whole of the incident management process

Follow, via **CDC Help Desk's** user-friendly interfaces, the global incident management process, from the customer's first request to the close of the procedure.

The easy logging of an incident ensures every request is treated. To enhance productivity, the logging of recurrent incidents and their associated solutions and operations can be automated and linked to standard operations. This makes for shorter process times.

Help in solving incidents more quickly

The architecture of **CDC Help Desk** provides the whole of the user's environment with technical and administrative information concerning equipment, software, geographic zone, records...

When logging an incident concerning an operation or a problem, IT people access instantly all the known solutions that have been automatically indexed and updated previously. This technology makes solving incidents easier and enhances customer service.

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APSYNET DATACENTER'S STRONG POINTS

- ✓ A customizable application
- ✓ Adaptable menus to meet your trade's specificity
- ✓ Secured access
- ✓ A durable investment
- ✓ A supervisory tool
- ✓ Tailored-made reports
- ✓ An open and communicating data system

Help in identifying problems

CDC Help Desk generates quickly and automatically targeted reports that facilitate the identification of problems, such as:

- recurrent incidents generated by a given model of printers,
- a non functional process,
- or an insufficient level of training.

Communicating with the user and self-service access

CDC Help Desk is a genuine means of communication between the internal clients and the Service Desk:

- it automatically sends an e-mail to the user giving him up-to-date information concerning his incident: opening, treatment and close of the process...;
- The user is autonomous : he logs in his request himself, places it via e-mail or the web browser and can follow the progression of the procedure at all times.

This solution offers its users a better understanding of the level of the service they are offered and also develops their autonomy.

A TOOL THAT TRACES SERVICES PROVIDED

Non-stop follow-up on the Service Desk's activity

Apsynet DataCenter's technologies provide a non-stop and global overview of the Service Desk's activity. As a KPI (Key Performance Indicator) provider, **CDC Help Desk** enables among other things to:

- follow and control the life cycle of an incident's or an operation's process,
- visualize incidents, operations, problems on hold, instantaneously,
- pilot the dispatching of resources.

Mastering the level of services

CDC help Desk integrates SLA (Service Level Agreement) notions and defines the deadline (date and time) for the resolution of an incident according to the established convention.

Defining alert levels and sending out automatic e-mails, guards from straying from set Service Level Agreements.

CDC HELP DESK'S STRONG POINTS

- ✓ A solution supported by a comprehensive, reliable and precise reference source
- ✓ A user-friendly tool
- ✓ Self-service access for users
- ✓ Full knowledge and control over your company's activity
- ✓ An offer that meets ITIL recommendations
- ✓ A high-performance system for level-of-service control



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