About Help Desk Software

In today’s competitive marketplace, companies need to provide more than just quality products and services to attract and retain customers. In order to differentiate themselves, they need to deliver world-class service and support, going the extra mile to ensure customer satisfaction. For many businesses, the help desk is the “front line”, serving as the initial contact point for customer questions and problems. Yet many help desks rely on inefficient, error-prone, paper-based processes, such as email trails, to address customer issues.

Additionally, many companies are consolidating internal and external support operations, providing centralized handling of both employee and customer problems. While this can increase efficiency, optimize resources, and reduce costs, it can also present multiple challenges – such as cross-training support teams, integrating disparate procedures, and properly prioritizing issues.

What is Help Desk Automation?
Help desk, also known as Service Desk, automation gives companies the ability to quickly and effectively address issues by:

* Providing self-service support capabilities, such as online help or frequently asked questions (FAQs), so customers and employees can quickly resolve common, routine problems on their own.
* Centralizing, streamlining, and automating the activities associated with issue-handling, and tracking issues from the moment they are reported, until they are resolved.
* Providing a knowledgebase that contains the comprehensive information support staff needs to rapidly and accurately respond to inquiries and solve problems.

With help desk automation, companies can increase collaboration and information-sharing among the various departments that play a role in customer satisfaction, including customer service, product development, and quality assurance, as well as field consultants and support staff. Additionally, help desk automation can tightly integrate both internal and external support processes.
About Help Desk Software

Help desk automation is an effective component of a company-wide customer relationship management (CRM) strategy. When coupled with other CRM components, such as sales force automation and customer service systems, it can provide a unified view of customer activities, so support staff can better understand needs and preferences, and choose the best, most effective approach to addressing each issue.

Key Benefits for Your Company

With help desk automation, you dramatically improve customer satisfaction, loyalty, and retention by ensuring that every issue is handled as efficiently as possible. First-call resolution rates will increase, staff productivity will be optimized, and your service professionals will be more informed and responsive.

Additionally, studies show that companies who are equipped to quickly resolve technical and non-technical employee problems are likely to experience higher morale, improved productivity, and lower turnover rates.

Help desk automation also eliminates the communication bottlenecks that cause issues to be mismanaged or “dropped”. And, it can significantly reduce the costs associated with service and support operations.

Does My Company Need Help Desk Automation?

Any company can benefit from help desk automation. Customers are increasingly demanding and extremely prone to “churn”. Even the slightest inefficiency in support procedures can result in reduced market share and declining profits. With help desk automation, you can build stronger, more collaborative relationships. You can deliver the immediate around-the-clock service your customers require, and provide them with a wide range of convenient support channels to choose from.

Additionally, help desk automation enables your support department to meet corporate mandates to do more with less. It increases productivity and output, while reducing operating expenses, by helping to resolve customer and employee problems in the most efficient and cost-effective way possible.
About Help Desk Software

Common Help Desk Automation Features
The help desk automation solutions available today are primarily Web-based, and provide a wide array of functions to enhance support-related processes, including:

* 24 x 7 self-service, such as online problem reporting or job ticket opening, as well as FAQs and other documentation.
* Support for multi-channel communications, including email and live chat.
* End-to-end activity tracking and status monitoring.
* Reporting and analytics to help identify important trends. Do certain products have higher than average defect rates? Are assembly instructions or user manuals difficult to understand? What new features are customers requesting?
* Dynamic resource allocation that automatically assigns staff members to issues based on workload, as well as skills and experience.
* Real-time alerts that “flag” potential support breakdowns, and instantly notify management when unusual or highly-complex problems are reported, or when issues go unresolved for an extended period of time.

What to Look for When Choosing a Solution
Not all help desk automation solutions are the same. While most provide similar functionality, only a few provide the customization capabilities needed to deliver truly superior support.

The ability to customize your help desk solution is vital for two reasons. First, customer needs, common issues, and support procedures vary greatly from industry to industry. Additionally, each company has unique support-related workflow processes. The solution you choose must be flexible enough to conform to – or even improve upon – your existing processes, and should not force you to re-vamp or tailor those processes to fit the way the solution works.

Top 10 Help Desk Software Vendors
You have many options when choosing a help desk software vendor. To make it a bit easier, we’ve featured some of the leading help desk solutions in this paper. Review these vendors, and you’ll be well on the way to finding the right help desk package for your business.
Advanced solution suite: HEAT Service & Support delivers a modular service desk solution with incident and request tracking, self service, knowledge management, and unmatched automation.

* Extensibility: FrontRange further extends HEAT with an integrated suite of IT Asset Management, Voice Communications and Customer Service.

* Enterprise functionality at the right price: Highly customizable with extensive automation workflow and user interface customization, including advanced integration tools – easy to use tools mean no programmer required.

OWNERSHIP:  
Private

HEADQUARTERS:  
Pleasanton, CA

FOUNDED:  
1989

DELIVERY MODEL:  
On-premise
SaaS
Hybrid

HELP DESK PRODUCTS:  
* HEAT Service and Support is the FrontRange flagship help desk solution. HEAT can be extended with other FrontRange IT software management applications – for a completely integrated Service Management and Infrastructure Management toolset. FrontRange also offers customer facing solutions for Sales, Marketing and Customer Service.

CUSTOMER FOCUS:  
Small and mid-size businesses.

SELECT CUSTOMERS:  
FrontRange customers represent 44 percent of the Fortune 100 and 76 percent of the FTSE 100, and include Coca-Cola, Shell Oil, Prudential Securities, Électricité de France, Mack Trucks, Campbell Soup, Avaya, Bechtel Corp, Bank of America, Turner News Network. Virgin Money, Warehouse, Dominos Pizza, and Baylor University

PRICE:  
Not Published
About FrontRange

FrontRange is the Leading Provider of IT Software solutions focusing on Service Management, Help Desk, and Infrastructure Management and Customer Relationship Management.

* The broadest, most complete and proven IT and customer facing solutions for mid sized and growing businesses
* Best in class applications and integrated solutions on an advanced, open and scalable architecture
* Market leading R&D investment drives innovation and protects customer investments
* Delivers an integrated Voice Communication solution (software-based VoIP) for increased automation and improved employee and customer communications
* Fast to deploy product capabilities and combinations and provides our customers with fast time to value
* Includes advanced business process automation design tools for new levels of efficiency

HEAT Service and Support is the foundation for the HEAT product suite from FrontRange Solutions. HEAT Service and Support provides core service and support functions, including incident tracking, problem management, change management, inquiry tracking, and case management. Additional modules with extended functions are listed below.

HEAT is your answer when you provide technical service and support to customers, employees, vendors, and more. The high level of flexibility provided by HEAT allows it to be used in numerous roles, such as tracking cases in a customer service department, Human Resources inquiries, or managing your IT service desk, while at the same time providing a complete analytical view of end-to-end performance metrics. HEAT gives you the visibility to see where you can improve, and the agility to change as your business changes, to elevate your organization’s response to meet market demands, and to stay within your budget.

The HEAT family is a comprehensive service solution. You can add the following modules to the core HEAT Service and Support platform:
About FrontRange

* **HEAT Plus Voice** — Add the power of an integrated Voice Communication system with the FrontRange software-based telephony solution; provide easier access to support and benefit from a lower cost service channel

* **HEAT Self Service** — Increase customer satisfaction and decrease costs as customers efficiently find their own answers and log and track their own incidents and service requests

* **FrontRange Centennial Discovery** — Effectively manage your IT assets, software licenses, and vendor contracts. Improve Mean Time to Resolution (MTTR) when your service team has immediate visibility into the hardware and software assets associated with incidents and problems.

* **HEAT Plus Knowledge** — Benefit from integrated use of your knowledge base information for IT agents and employee self help

* **Client Lifecycle Management** — Provide remote technical support to customers’ desktop PCs, as well as automated PC provisioning, software distribution and patch management.

HEAT offers an extensive IT management portfolio, designed for the mid-market. The core HEAT module includes message monitoring tools that not only automate email processing, but also include the ability to process XML files, and consume web services to create and update both incident records and customer records. The Business Process Automation tool provides templates and wizards for designing a flexible escalation process, survey distribution process, and other automatic notifications.

HEAT is an effective solution for any size company, in any industry, with specific design considerations for small to mid-sized organizations. It is the only product in its class that allows real-time remediation and escalation.
About FrontRange

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HIGHLIGHTS

* SD Times 100 Award, American Business Awards 2007 Finalist, Customer Integration Solutions - Product of the Year - 2006.
* Integrates IT services, service desk, operations and development.
* Scalable, distributed service teams.
* Offers a free 30-day evaluation.

OWNERSHIP:  
Private

HEADQUARTERS:  
Lafayette, CA

HELP DESK PRODUCTS:  
* TechExcel Service Suite

FOUNDED:  
1995

DELIVERY MODEL:  
On-Premise Software

CUSTOMER FOCUS:  
Serves mid-size to large corporations.

SELECT CUSTOMERS:  
Electronic Arts, Fujitsu, Activision, Taleo, Westinghouse, Honeywell, Kodak, Nokia, Caterpillar, Mirage Resorts

PRICE:  
Not Published
About TechExcel

TechExcel ServiceWise is the comprehensive help desk and IT service management solution to optimize every aspect of your service and support processes no matter how simple or complex your business processes may be. When you need the ultimate workflow power to enforce business process rules and coordinate teamwork activities from your help desk engineers, employees, management, and multi-department engineering teams, TechExcel ServiceWise is the ideal choice. Automate and streamline IT services and help desk activities with configurable workflow, process management, email notification and knowledge base. Facilitate self service with a powerful web portal that includes online incident submission, status checks, online conversations and intuitive knowledge base searches. IT teams now a single, integrated solution for all their needs: help desk incident management, problem escalation and analysis, IT change management, and optional holistic asset management and service level agreement modules.

By using point-and-click interfaces it can be easily configured and customized to suit your business needs. TechExcel ServiceWise gives you a truly affordable, configurable yet powerful help desk solution that will help make your employees happy by increasing their productivity.

Incident tracking and resolution
Track all incidents and problems with full audit trail throughout the resolution lifecycle. Each record contains the documents, knowledge-topics, links, email threads - and more - for a holistic view of your entire help desk lifecycle.

Workflow-enabled email management
Automatically route employee email to appropriate support staff and track the entire correspondence history.

Complete incident workflow
Automatically assign new issues to the most appropriate person based on their skills and workload, then trigger automatic notifications when issues are overdue. ServiceWise supports the ITIL framework by seamlessly integrating incident management processes with problem management and change management processes.
About TechExcel

**Built-in reports and analysis**
Over 150 pre-defined, presentation-quality reports and graphs with the power to easily create additional custom reports with Crystal Reports™

**Integrated asset management**
The integrated asset management capabilities of AssetWise helps optimize all asset-related processes during an assets lifetime, from purchasing through implementation to service upgrades and returns.

**The industry’s best Employee Web Portal**
The easy-to-navigate personalized web portal gives employees a convenient way to communicate with your IT services and help desk department. The TechExcel Employee Web Portal improves employee satisfaction and your IT service desk efficiency and virtually eliminates the risk of data errors caused by manually transferring information from employees to support engineers.

**Fully customizable user interface**
Fully customizable interface allows you to design your fields and forms to suit your specific business needs – without waiting for high-priced consultants to do the job.

**Knowledge management**
Complete knowledge base management helps your support team reduce repetitive support tasks and empowers users to find answers by themselves.
HIGHLIGHTS
* Email Integration
* Incident, Problem, or Request Management
* Knowledge Base/FAQ
* Mobile Integration
* Reporting
* Rules/Workflows
* Social Media Integration on Facebook & Twitter

OWNERSHIP:
Public, Salesforce.com
(NYSE: CRM)

FOUNDED:
2009

HEADQUARTERS:
San Francisco, CA

DELIVERY MODEL:
Software-as-a-Service

HELP DESK PRODUCTS:
* Desk.com Customer Support
  Help Desk

CUSTOMER FOCUS:

SELECT CUSTOMERS:
Grooveshark, Rdio, PageLever, Square, yelp.com, One Kings Lane, Bonobos, vimeo,
DirectTV

PRICE:
1st Full Time Agent: $0, Additional
Part-Time Agents: $1/hr.
Additional Full-Time Agents: $49/mo.
About Desk.com

Deliver exceptional customer service in a social, mobile world with the all-in-one customer support application. Connect with customers on social networks, as well as phone, web, email, and chat. Respond to customers anywhere from your mobile device. Configure customized support processes and workflow in just a few clicks.

Desk.com Key Features

*Case Management*
Process all of your customer support requests, prioritize and assign them based on rules you set. You can be confident that every customer service issue is fully tracked—and that no case will fall through the cracks.

*Easy Set Up*
Desk.com helps your company engage customers socially. View all of your support channels (Twitter, Facebook, phone, email, chat) in one easy-to-use desktop so that wherever your customer needs help, you can be there to respond from anywhere at any time.

*Support Center*
The best kind of support is support that’s not required at all. Seventy-two percent of customers prefer to answer their own questions, on their own schedule. Your customers can find accurate answers 24/7, so satisfaction goes up and ticket volume goes down.

*Mobile Agent*
With Desk.com Mobile you’ll never lose touch with your customers. It’s what you need to get the job done and stay connected to the people that matter the most.

*Business Insights*
With Desk.com Business Insights you’ll be able to track and measure data in real time based on your support volume and Agent performance. Understand where your cases came from, how they were handled by your team and areas where you can improve.

*Knowledge Base*
Desk.com’s Knowledge Base(KB) is the “library” the support team calls upon to research issues and provide timely and accurate responses. Keep the KB stocked with
About Desk.com

Agent wisdom and the best answers to common questions, cutting down on service requests.

**Integrations**
Connect your corporate systems directly through your Agent Desktop, giving your employees one unified application to deliver awesomly responsive customer service.

**Desk.com Software Highlights**
* Connect to customers via Facebook and Twitter as intuitively as on traditional media. Organizes all of your support in one place so users can respond to customer queries at any time.
* So simple to use that any company, even those with small or no IT departments, can deploy and be operational within a short time frame. Intuitive interface enables employees to quickly operate the software with no need for specialized training.
* Mobile iPhone, Android and Blackberry functionality enables all service personnel to provide full service to customers while on the go.
* The first full-time agent registered is completely free. Flex Agents able to use the software as per their needs for $1/hr.
HIGHLIGHTS
* 100% web based
* Amazingly easy to use
* Flexible, competitive pricing
* ITIL best practices aligned
* 100,000’s of users supported worldwide
* Best Of SaaS Showplace Winner 2010.
* BCS/Computing Gold Medal Winner - Service Supplier of the Year 2009

OWNERSHIP:
Private

HEADQUARTERS:
Redwood City, CA

PRODUCTS:
Vivantio Service Desk

FOUNDED:
2003

DELIVERY MODEL:
SaaS or On-Site

CUSTOMER FOCUS:
Enterprise, Mid-Size, Small

SELECT CUSTOMERS:
Ricardo, Toshiba, TIGI International, Zen Internet, Winchester University, Clerical Medical, GH Financials, WelcomSoftware, Ince Law, Arcadia Housing Group, AXA ICAS Group, Allegis Group
About Vivantio

Vivantio produces Vivantio Service Desk, an award-winning software solution for small to large service and support teams.

The flexibility and scalability of the software is reflected in a diverse customer base which includes government organizations, healthcare, corporate customers and 100’s of SME’s across numerous industries.

Vivantio was one of the first companies to develop a service desk application specifically designed to be delivered on-site or as software-as-a-service (SaaS), and is one of the most experienced service desk vendors in the SaaS market.

Vivantio was formed in 2003 and is now recognized as a pioneer in web-based customer service and support software. The company has operations in North America, Europe and Australia.

**Vivantio Key Features**

Vivantio Service Desk is feature-rich. These features can be enabled or disabled as appropriate for requirements. Below is an overview of Vivantio’s key features roughly based on the complexity of typical environments.

**Small**
* Modern, Intuitive Interface
* Dashboard
* Incident Management
* SLA Management
* Email Integration & Web Self Service

**Medium (features enabled in addition to the above)**
* Problem Management
* Client Management
* Powerful Reporting
* Customizable Web Self Service, Call Templates, Email Templates and Custom Fields
* Auto escalation of Incidents and Problems
About Vivantio

* PDA Access
* Knowledge Base and publishing articles to self service

**Enterprise (features enabled in addition to the above)**
* Sophisticated Graphical Change Management Workflows
* Promotion of Problems to Changes
* Report Builder
* SLA’s per Client
* Multiple Working Time Plans
* CMDB and integration with 3rd Party Tools
* ITIL Compatible and Supporting ISO20001
* Single Sign-On for Self Service
* Directory Services Connector

**Vivantio Technology**
100% web-based utilizing Microsoft .Net technologies
Software-as-a-Service (SaaS) or on-site.

**Vivantio Highlights**

* Ease of Use*
Vivantio offers industry leading ease of use, with a totally unique interface that packs in functionality and dramatically lowers training costs.

With the ability to enable only the features you need, Vivantio can be configured to suit all types of organizations, from individual professionals right up to 100+ seat multi-team enterprise systems, supporting thousands of end users. No matter what the size of team, the amazingly easy to use interface is quick to learn and elegantly scales to deliver the power and features needed.

* Lower Implementation Time & Cost*
Traditional service management solutions can take months to implement, Vivantio can be up and running in hours with a typical implementation taking only days, including configuration and training.
About Vivantio

Companies like DHL purchased Vivantio’s SaaS product more than 5 years ago. DHL needed to manage Incidents and Problems and to be fully operational within 3 days. Vivantio completed the project on time and on budget.

Great Experience
Industry leading SaaS solution with proven experience covering 5+ years and 1,000,000’s of incidents logged. On-Site delivery also available.

With a single code base across all SaaS customers, bugs are proactively identified and fixed for everyone simultaneously. This dramatically improves user experience and reduces support costs.

Vivantio’s state-of-the-art high availability platform delivers consistent performance and an uptime of over 99.9%.

For organizations that need an excellent product with first class support, in a short timeframe, at a remarkable price, Vivantio delivers unbeatable experience.
HIGHLIGHTS
* Deploy in as little as one day
* Train in a matter of hours via the Web
* Upgrades in minutes
* Low total cost of ownership
* No hardware or software pre-requisites
* No incremental professional service fees
* Virtually no administration
* Intuitive Web-based interface

OWNERSHIP:
Acquired by Dell in February 2010

HEADQUARTERS:
Mountain View, CA

DEPLOYMENT MODEL:
On-Premise

SOLUTIONS:
* Dell KACE K1000 Management Appliance
* Dell KACE K2000 Deployment Appliance
* Dell KACE Virtual Appliances, VK1000 and VK2000

CUSTOMER FOCUS:
Dell KACE Appliances provide organizations of all sizes with the benefits of an appliance-based approach to systems management, and have been proven effective across a wide variety of markets including: education, state and local government, healthcare, financial services, manufacturing, retail and legal.

SELECT CUSTOMERS:
The Benchmark Group, Dexter Schools, Jordan’s Furniture, Grey Worldwide, Wellington West, Topa Insurance Group, Golfsmith, Allianz Global, Redner’s Warehouse Markets, University of Toronto Scarborough, Truliant Federal Credit Union, Island Hospital
About Dell KACE

Dell KACE is the leading provider of systems management appliances. The appliance-based approach to managing computers and servers saves time and money for systems management professionals and their organizations. The Dell KACE Family of Systems Management Appliances can typically be installed in one day and have a low total cost of ownership.

Dell KACE K Series Appliances are created to provide companies with an easy-to-use, comprehensive and affordable end-to-end system management that utilizes an appliance-based architecture. KACE delivers a complete, pre-integrated bundle of operating environment and application software via a dedicated server appliance. The appliance is made to eliminate many of the complexities and cost of traditional computer management software.

KACE was originally founded in 2003 and was acquired by Dell in 2010. Dell KACE continues to create award-winning appliances to address the IT management needs of organizations of all sizes and across multiple industries.

Technology/Delivery Model
Dell KACE Appliances fulfill your systems management needs from initial deployment to ongoing management and retirement using a pre-integrated bundle of operating environment and application software via a dedicated server appliance. They can be plugged into an existing network and immediately begin functioning. The appliance-based architecture eliminates many of the costs of traditional computer management software packages. With Dell KACE Appliances there are no hardware or software pre-requisites to procure and install, no professional services fees to incur, no custom integration costs and only minimal training is needed. Dell KACE Appliance delivers a more economical systems management solution than available with traditional computer management software. At the same time Dell KACE Appliances provide exceptional performance, reliability, ease-of-use and scalability through a purpose-built solution that is pre-tuned, hardened and self-monitoring.
About Dell KACE

Product Key Features
Dell KACE K1000 Management Appliance

* Device discovery and inventory of all hardware and software network-wide
* Patch management for automated vulnerability analysis and delivery of patches
* Asset management for comprehensive asset tracking and compliance reporting
* Configuration and policy management via pre-packaged or custom policies
* Power management enables the creation and deployment of energy saving power management configuration policies
* Reporting and dashboards create both pre-packaged and custom, wizard generated reports
* Remote site replication for geographically diverse organizations using existing file servers
* Broadcast alerts for user notification of important events such as the interruption of e-mail service
* Organizational management allows for multiple domain support for decentralized IT environments
* Software distribution for remote distribution and installation of applications and digital assets
* Secure Browser uses virtualization technology to provide a safer web experience and added security for specialized browsers
* Service desk and user portal includes integrated incident and problem management
* Security audit and enforcement assesses vulnerability and uses remediation utilities to identify and lock down end point security vulnerabilities and quarantine problem nodes
* Administrative alerts on a variety of computer and network attributes for easy exception-based management
* Remote control enables centralized problem resolution with no site visit required
* AppDeploySM Live tool for deployment tips and command line suggestions via an exclusive feed from our ITNinja.com community, formerly AppDeploy.com
About Dell KACE

Dell KACE K2000 Deployment Appliance

* Disk imaging provides intelligent, file-based K-imaging that reduces image management, capture and storage costs for Windows and Mac OS
* Windows driver management automatically downloads the latest drivers by computer model, while the driver harvesting tool and hardware inventory make working with other drivers easy
* Centralized deployment library for easy storing of deployment assets in one manageable, secure location
* Pre- and post-deployment configuration enables automation of all deployment tasks including RAID and BIOS configuration, as well as application installation and script execution
* Remote systems repair and recovery with native Windows and Mac tools to recover systems—including native imaging tools
* Windows network OS install allows for hardware independent provisioning of any system
* Windows user state migration centrally captures, stores and deploys user-specific settings and files, enforces compliance by excluding files by type and location and offers a single-step offline migration
* Remote site management allows deployment of disk images, operating systems, drivers and applications at remote sites without dedicated onsite hardware or staff
* Computer inventory scanning and assessment to collect detailed hardware inventory on target systems
* Offboard storage allows you to add Network File System Network Attached Storage to allow the K2000 to grow with your needs

Product Highlights

* Easy-to-Use: Built from the ground up to enable systems administrators of every level and background, Dell KACE Appliances are an easy-to-use systems management solution. From its simple plug and play architecture which virtually eliminates installation and maintenance, to its familiar web-like tabbed interface, Dell KACE Appliances are sure to transform an organization's systems management generalist into a systems management guru, not in months or years, but days and weeks.
About Dell KACE

* Comprehensive: Dell KACE K Series Appliances pre-integrate and pre-configure the functionality needed to solve end-to-end systems management challenges. From initial OS deployment to device discovery and inventory, software distribution, asset management, patch management, security audit and enforcement, service desk, power management and more, KACE Appliances help do it all.

* Affordable: Dell KACE Appliance owners enjoy a low total cost of ownership. From plug and play deployment, to the ability to perform “one click” appliance software updates, and automated maintenance such as nightly backup, Dell KACE Appliances are designed to be both immediately productive as well as trouble-free for the long term, ultimately saving you time and money.
HIGHLIGHTS
* Over 40,000 Customers worldwide and 3 out of every 5 of the Fortune 500 companies.
* ITIL ready help desk software.
* ServiceDesk Plus 7.5 includes new features such as Multi-site support, Technician Scheduler, Flash Reports, and more!
* Free trial available.

OWNERSHIP: Private
HEADQUARTERS: Pleasanton, CA
HELP DESK PRODUCTS: * ServiceDesk Plus 7.5

FOUNDED: 1996
DELIVERY MODEL: Web-Based On-Premise

CUSTOMER FOCUS:
Businesses and companies of all sizes in all types of industries including companies in the Call Center/Customer Management, Banking/Finance, Healthcare, Education, IT Services, Engineering, and Entertainment industries.

SELECT CUSTOMERS:
Hallmark Channel, Lufthansa Airways, Digicel, City of Dublin, Honda, Bosch, Wyeth Pharmaceuticals, Ericsson, nvidia, Pink Elephant, University of Minnesota, NorthStar Bank and Shangri-La Hotels

PRICE:
ServiceDesk Plus Standard Edition starts at $495.
ServiceDesk Plus Professional Edition starts at $995.
ServiceDesk Plus Enterprise Edition starts at $2995.
About ManageEngine

ManageEngine is the Enterprise IT Management Software division of ZOHO Corp. (formerly AdventNet, Inc.). Founded in 1996, ZOHO Corp. is headquartered in Pleasanton, CA with offices in North America, Europe and Asia. ManageEngine is the leader in low-cost enterprise IT management software. The ManageEngine suite offers enterprise IT management solutions including Network Management, HelpDesk & ITIL, Bandwidth Monitoring, Application Management, Desktop Management, Security Management, Password Management, Active Directory reporting, and a Managed Services platform. ManageEngine products are easy to install, setup and use and offer extensive support, consultation, and training.

More than 0,000 organizations from different verticals, industries, and sizes use ManageEngine to take care of their IT management needs cost effectively.

ServiceDesk Plus

ServiceDesk Plus is web-based helpdesk software that helps companies manage all communications from a single point. It offers an integrated Request management (Trouble Ticketing), Asset management, Purchase order management, Contract Management, Self-Service Portal, and Knowledge Base. ServiceDesk Plus packs all the modules at an affordable price.

ServiceDesk Plus is offered in three different packages to suit the needs of its various customers.

ServiceDesk Plus offers you a Standard Edition with all the helpdesk features to manage your requests and incidents with features such as:

* Help Desk
* Self Service Portal
* Knowledge Base
* SLA Management
* Help Desk Reports

The Professional Edition offers more advanced features along with the basic help desk. It includes integrated Asset Management, Purchase Management, Contracts
About ManageEngine

Management along with Helpdesk (Standard Edition Features). The Asset management also comes with Software compliance & license tracking, Product Catalog, NMS integration, Asset Reports etc.

The Enterprise Edition is a completely ITIL ready Helpdesk and it also includes both the Professional Edition and the Standard Edition features. This includes Incident management, Problem management, Change management & Configuration management database (CMDB).
The KANA SEM platform represents a new way to approach the challenges in customer service. It streamlines service operations across organizations, communication channels, technology and data to create a complete customer service ecosystem that enables fast adaptation to evolving business needs and hence responsive service.

**HIGHLIGHTS**

* The KANA SEM platform represents a new way to approach the challenges in customer service. It streamlines service operations across organizations, communication channels, technology and data to create a complete customer service ecosystem that enables fast adaptation to evolving business needs and hence responsive service.

**OWNERSHIP:**
Private

**HEADQUARTERS:**
Sunnyvale, California

**FOUNDED:**
1996

**DELIVERY MODEL:**
* SaaS
* On Premise
* Hosted
* Cloud

**HELP DESK PRODUCTS:**
Agent Desktop, Web Self-Service, Knowledge Management, Experience Analytics, Chat, Co-Browse, Case Management, Lagan Mobile, Lagan Open311, Lagan Business Intelligence, Lagan Integration Adaptors, Email Management, Social CRM, Social Media Monitoring

**CUSTOMER FOCUS:**
* Enterprise $500 MM +
* Midmarket $100-500 MM

**SELECT CUSTOMERS:**
Delta, Disney, eBay, Ford, Gap, Yahoo!, HP, HSBC, Nokia, Sears, Tiffany & Co., Staples, T Mobile, The Home Depot, City of Boston, City of Amsterdam, Newcastle City Council, City of San Francisco, City of Toronto

**PRICE:**
Request pricing information
About KANA

KANA makes every customer experience a good experience. A global leader in customer service solutions delivered on-premise or in the cloud, KANA Service Experience Management (SEM) lets organizations take complete control over customer service interactions, so they can take care of customers, while managing costs and reinforcing brand. By unifying and maintaining context for customer journeys across agent, web, social and mobile experiences, KANA solutions have reduced handling time, increased resolution rates and improved net promoter score (NPS) at more than 900 enterprises, including half of the Global 100 and more than 250 government agencies. KANA is based in Silicon Valley, California and has offices worldwide. For more information visit www.kana.com.

KANA Highlights

* **Web Self Service** - KANA’s Self-Service solution guides users through every step of their self-service inquiry—from research to resolution—by delivering the right knowledge at the right time using the context of the service experience.

* **Agent Desktop** - Adaptive Desktop dynamically responds to the needs of your agents during service interaction. Channel-agnostic and context-driven, it provides access to all of the contextual knowledge, applications, and tools needed to resolve an inquiry.

* **Knowledge Management** - Proven solutions for contact centers and customer self-service, KANA intelligently guides agents and customers through inquiries to deliver quick and effective responses.

* **Email, Chat, Co-Browse** - Deliver the channel flexibility customers demand with KANA solutions for email response, chat and co-browse. KANA optimizes service operations to manage millions of interactions across channels while making it simple for customers to do business with you.

* **Case Management** - Manage simple and complex customer service cases with Case Management designed to adapt to your business. Flexible case design, adaptive case resolution processes and contextual knowledge enable agents to take each call with confidence and ensure best-in-class customer service experiences.

* **Experience Analytics** - A Social CRM listening and engagement solution. Understand topics, sentiment, and trends from Twitter, Facebook, emails, surveys, chat, and other customer communications.
HIGHLIGHTS

* Completely Integratable with hundreds of business applications through AppExchange.
* Complete Closed Loop Service improves workflow and tracks ticket progress.
* Free Trial Available.

OWNERSHIP:
Public (NYSE: CRM)

HEADQUARTERS:
San Francisco, CA

HELP DESK PRODUCTS:
* Salesforce Service & Support

FOUNDED:
1999

SOFTWARE MODEL:
Hosted

CUSTOMER FOCUS:
Salesforce delivers integrated, completely customizable enterprise applications for companies of all sizes.

SELECT CUSTOMERS:
AMD, ADP, Bell, CNET, Expedia, FedEx, Genesys Conferencing, Great-West Healthcare, Spansion, Sprint

PRICE:
Not Published
About Salesforce.com

Thousands of companies worldwide depend on Salesforce to manage their sales, marketing, customer service, and other critical business functions.

Salesforce delivers integrated, completely customizable enterprise applications for companies of all sizes. Salesforce is easy to learn and use, and be up and running in weeks or days—not the months or years required by traditional client/server business software.

IT departments are forced to spend a significant portion of their time on implementation, maintenance, and upgrade projects that too often don’t add significant value to a company’s bottom line. Increasingly, IT teams are turning to the on-demand, multitenant model to minimize the time spent on lower-value activities and allow IT to focus on strategic activities with greater impact on the business.

The Force.com is the foundation for meeting the changing needs of customers and the evolving demands of business. The business cloud spans every channel, so your company can meet customer needs on their terms. And Salesforce’s multitenant infrastructure gives 47,700 customers the speed, flexibility, and scale they need to be successful in an ever-changing world.

Salesforce provides innovative solutions to solve many common IT-related business challenges. Thousands of companies successfully rely on Salesforce to support their help desk departments. Companies are using Salesforce Help Desk for a variety of reasons including:

* **Internal IT Ticket tracking**: Routing and assignment of tickets to promote efficiency and improve workflow.
* **Asset Management**: Track hardware and software assigned to employees.
* **IT Change Management**: Change Management allows companies to record any changes in IT infrastructure are approved and recorded.
* **Human Resources Processing**: Assists your HR department with HR related tasks including: benefits, terminations and recruitment of employees.
* **Self Service Portal**: Allow Employees to Handle their own issues and resolve them on their own.
About Salesforce.com

Salesforce’s IT Helpdesk support provides companies with the features they need to run a smooth and productive help desk operation. Salesforce Service & Support’s closed loop service provides the steps and features employees can easily follow to provide top notch customer service in an efficient manner. Salesforce Service & Support provides help desk employees with a complete workflow to allow employees to keep track of issue statuses and to ensure help desk issues are completely resolved before being closed.

In fact, Salesforce uses its own solution to manage its help desk needs and keep its own IT Department running smoothly. Salesforce Service & Support provides the tools necessary to manage hardware and support for over 2000 employees in locations all over the world and allows for interdependent workflow among different departments. With around 3,000 cases resolved per month within its own company, Salesforce displays the effectiveness and power of its Help Desk Solution.
HIGHLIGHTS

* PhaseWare’s Customer Service and Support Solution provides customer information management, knowledge management, ticket (incident, issue, or complaint) management, SLA management, business rule automation, self-service, and more.

* Appropriate for any industry, PhaseWare’s solution is affordable and easy to use. Tight integration with Outlook provides easy email support. Easily collaborate with third parties on tickets. Great for resellers to support both their customers and their vendors. True multichannel capability.

* Available in client server license (On-Premise), hosted ASP model, mobile, and On Demand.

OWNERSHIP: Private

HEADQUARTERS: McKinney, Texas

FOUNDED: 2004

DELIVERY MODEL: Hosted and On-Premise

HELP DESK PRODUCTS:

- PhaseWare Tracker
- PhaseWare Event Engine
- PhaseWare Self Service Center
- PhaseWare Live Chat
- PhaseWare Tracker OnDemand

CUSTOMER FOCUS:
Solutions for small and midsized businesses (SMB)

SELECT CUSTOMERS:
Target Systems, Lenders Title Company, Dexter+Chaney, Rural Wisconsin Health Cooperative, Quest Recycling Servicess
About PhaseWare

PhaseWare provides Customer Service and Support software applications optimized for the Small and Medium Business (SMB), solutions especially helpful for technology companies.

Offer 24/7/365 customer support. Communicate with your customers through multiple channels. Never let another incident fall through the cracks. Take control of your incident management process with PhaseWare.

PhaseWare provides simple yet sophisticated customer service and support software that will grow with your business.

* Centralize information on customers, incidents, and service level agreements.
* Automate alerts, tasks and escalations according to predetermined business rules.
* Harness customer self-service technology.
* Communicate by phone, email, chat, forums and more.

PhaseWare: Powerful, intuitive, affordable incident management, customer management, and knowledge management made easy.

PhaseWare provides a competitive advantage for the SMB to serve, support, retain, and maximize the value of every customer.

The PhaseWare suite of solutions includes four complementary applications that work together to power total customer service across all phases and channels of interaction.

PhaseWare Key Features

PhaseWare Tracker is a powerful, affordable customer service and support application built on Microsoft industry standards. Tracker is ideal for customer service and customer support groups with incoming calls, larger help desks supporting applications in outlying locations or offices, and businesses that support complex products and services that require ongoing customer interaction.

To help you create a unique customer experience, Tracker lets you:

* Increase First Contact Resolution (FCR). View detailed customer information and access the knowledgebase with the click of a button
* Efficiently manage incidents, trouble tickets, issues, complaints, and work orders
* Determine historical trends and analyze recurring issues
* Track service level agreements
About PhaseWare

PhaseWare offers Tracker in a client server license model, hosted ASP model, mobile, and as web-based (SaaS) Tracker OnDemand to give you even greater financing flexibility.

PhaseWare Event Engine automates business rules and processes, enabling you to differentiate your service by staying on top of customer trends and issues; taking quicker action in providing customer service; and refining your processes.

Event Engine lets you automate:
* Ticket escalation and alert distribution for high-priority tickets.
* Incident creation from the emails you receive—with customer, contact, subject, and problem already defined.
* Email updates to customers about their open tickets.
* Alerts for unusual customer or problem activity—based on thresholds you set.
* Alerts about ticket queues exceeding pre-designated thresholds.
* Email notification to your customers when tickets are closed.
* Alerts if you’re close to violating a service level agreement.
* Email reports on customer, agent, or trouble ticket activity.

With Event Engine, you’ll never be in the dark about critical issues and activities. You’ll be able to communicate with your customers in a whole new way—and deliver service that truly sets you apart.

PhaseWare Self Service Center is a secured web portal that enables your customers and employees to:
* Submit incident tickets
* Check status of existing trouble tickets
* Search knowledgebase, solutions, downloads, forums, notices, incidents, and FAQ
* Engage with others through forums and communities
* Retrieve document and software downloads
* Receive notifications of changes
* Subscribe to further information about a topic of interest

Through a password-protected portal, managers and executives can view location-specific or companywide ticket information and reports—instantly. Self Service Center gives your customers a fast, easy way to submit tickets, interact with other users, download documents and updates, and receive up-to-date information.
About PhaseWare

PhaseWare Live Chat gives customers an additional channel for support. Live Chat retains the real-time interaction of the telephone with the text capture of email or live logging. For those customers with hearing loss, Live Chat offers a channel for real time support with distinct advantages over TTY, TDD, phone relay, or email.

With Integrated Chat you can:

* Let one agent interact with multiple customers and collaborate easily with other agents and supervisors.
* Decrease waiting times with customized chat channels
* Decrease resolution time: customers can send files over chat
* Require resolution classification prior to chat closure
* Improve incident resolution with virtual teamwork
* Add content to the knowledgebase
* Bring together a geographically distributed workforce for collaboration.
HIGHLIGHTS

* Backed by an experienced, public company.
* IT Service & Asset management solutions for companies of all sizes.
* Recognized by leading analyst firms as a leader in IT Service Desk Management Tools

OWNERSHIP:
Public (NYSE: BMC)

FOUNDED:
1980

HEADQUARTERS:
Houston, TX

DELIVERY MODEL:
Cloud and On-Premise Delivery Models Available

HELP DESK PRODUCTS:
* BMC Remedy Service Desk
* BMC Remedyforce
* BMC FootPrints
* BMC Track-It!

CUSTOMER FOCUS:
The BMC Software portfolio of IT Service and Asset Management solutions is focused on serving the needs of organizations regardless of industry, size or IT complexity.

SELECT CUSTOMERS:
Dell, Infineon, ADP Securities, The Volkswagen Group, Mary Kay, Cast & Crew, Specsavers, State of Connecticut, Tennis Australia Evergreen Packaging, Red Gold

PRICE:
For more information about pricing, visit www.bmc.com
About BMC Software

Business Runs on IT. IT Runs on BMC Software.

Business runs better when IT runs at its best. That’s why more than 25,000 IT organizations – from the Global 100 to the smallest businesses – in over 120 countries rely on BMC Software to manage their business services and applications across distributed, mainframe, virtual and cloud environments. With the leading Business Service Management platform, Cloud Management, and the industry’s broadest choice of IT management solutions, BMC helps customers cut costs, reduce risk, and achieve business objectives. For the four fiscal quarters ended December 31, 2011, BMC revenue was approximately $2.2 billion.

BMC Remedy IT Service Management Suite

The BMC Remedy IT Service Management Suite is a unified, ITIL®-certified service support suite that offers fully integrated mobility, service request, identity, and knowledge management applications to provide self-service capabilities that enable increased operational efficiency and improved customer service quality.

Available as mobile applications, BMC Remedy IT Service Management Suite removes complexity and costs, while also providing visibility into the resources, activities, and priorities required to deliver and support business services.

BMC Remedy IT Service Management Suite includes the following industry-leading applications:

* BMC Remedy Service Desk – reduces the number of incidents handled, improves resolution times, and prevents future incidents from occurring.
* BMC Remedy Change and Release Management - delivers comprehensive policy, process management, and planning capabilities that help you increase the speed and consistency with which you implement changes, while also minimizing business risk and disruption.
* BMC Remedy Asset Configuration Management - helps drive down IT costs, while also improving service quality and compliance, with a comprehensive approach to
About BMC Software

IT asset lifecycle management.
* BMC Mobile IT Service Management Applications – manages incidents, approves change requests and updates asset information all from smartphones and tablets
* BMC Remedy Knowledge Management - provides framework for creating, publishing, reviewing, and searching knowledge articles
* BMC Remedy Service Request Management - allows IT and other service provider organizations (like HR and facilities) to define services, publish them in a service catalog, and automate the request and fulfillment via a service request portal.

BMC FootPrints

BMC FootPrints is a flexible, comprehensive, integrated IT service and asset management solution that is easy to install, use and extend to create business value. Supporting the convergence of IT service and asset management, this powerful platform gives you the visibility and control you need to continuously improve service delivery and manage IT assets while driving efficiencies, controlling costs, maintaining compliance and reducing IT vulnerability and financial risk.

With an emphatic focus on user experience, FootPrints improves customer satisfaction and IT productivity revealing the true value of IT service & support to the business. BMC FootPrints modular design enables you to adopt IT service and asset management capabilities at a pace that works for your business.

Leverage BMC FootPrints to:
* Gain control of the wide variety of work that happens in a resource constrained IT organization
* Simplify and automate routine tasks that commonly consume human and financial resources
* Reduce calls by enabling users to self-resolve common issues and defer non-urgent issues
* Document, record and centralize work for future reference and to demonstrate compliance
About BMC Software

* Prevent future issues by controlling and managing change and configuration
* Save time and money by understanding financial and business implications of decisions.
* Gain visibility into the landscape of the IT asset environment

BMC Remedyforce Service Desk

BMC Remedyforce Service Desk is a cloud-based, next-generation service desk solution that represents a cost-effective, contemporary, and easy-to-use response to the challenges of delivering high-quality service support — with no capital investment, no infrastructure upgrades, and no software maintenance required.

BMC Remedyforce Service Desk enables you to exceed expectations and deliver interactive IT support services — accessible anywhere, anytime. Remedyforce allows the IT organization to operate through built-in best practices across key ITIL® service management processes for greater control and efficiency.

With BMC Remedyforce Service Desk, you will:
* Deliver a comprehensive and modern self-service experience to users, while also increasing efficiency amongst knowledge workers
* Empower support teams with real-time social collaboration and knowledge management
* Monitor and enforce service level agreements between the business, IT, and third parties
* Reduce training and accelerate productivity with a simple and intuitive user experience
* Keep pace with innovation and emerging best practices through seamless SaaS delivery

Built upon the industry-leading Force.com platform, BMC Remedyforce Service Desk also leverages a common workflow engine and database to provide visibility of key IT service metrics across the organization. BMC Remedyforce Service Desk automates your complete IT support process — from incident to change to analysis — enabling
About BMC Software

your support staff to maximize service stability and increase customer satisfaction.

Through a range of pre-built, best-practice workflows, you can:
* Eliminate up to half of your inquiries and maximize agent productivity with comprehensive end-user self service
* Reduce the risk and cost of unplanned changes with advanced scheduling, including planned outages and automated approval process
* Minimize the number of incidents generated by problems through effective root cause analysis and knowledge creation
* Provide decision support to your agents with access to configuration management information and full visibility between processes and teams

BMC Track-It!

BMC Track-It! is the industry leading IT help desk and asset management solution for small to medium sized businesses. Providing a comprehensive view of your IT environment, out of the box, Track-It gives you the visibility and control you need to efficiently and securely manage your help desk and IT assets. With over 20 years of experience and 50,000 customers across the globe, Track-It empowers you to quickly and cost-effectively streamline your help desk and IT asset management needs from a single, intuitive console.

BMC Track-It! included core modules for Help Desk Management, Inventory and Asset Management, Problem and Incident Management, Change Management, Purchasing, Software License Management, Training, Library, Facilities Management, Self Service/Password Reset web portal for end users, Mobile and Web Help Desk interface for technicians, a data warehouse driven Dashboard for metrics and Reporting. Additional modules available for purchase include remote control, barcoding, migration and survey management.

BMC Track-It!:
* Dramatically reduces time spent on managing and scheduling repetitive tasks
* Increases users’ confidence when placing a request with your help desk staff
About BMC Software

- knowledge base solutions, 24/7 self-service for request submission and online status checks available within the 100% web-based self-service portal
* Ensures that requests will be addressed in a timely fashion with Service Level Agreements
* Improves change management control and efficiency by properly managing change requests while encouraging teamwork and collaboration with Track-It!