

OTRS Help Desk 2.4

The leading Help Desk solution for efficient and affordable Service Management with over 85,000 installations in 31 languages worldwide.

Efficient Service Management

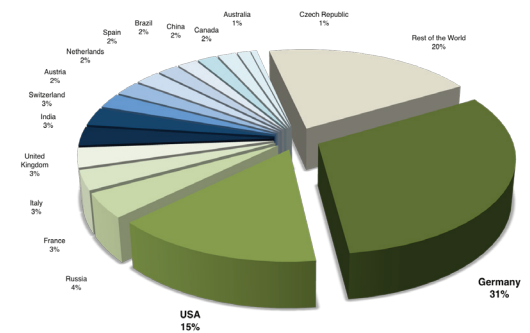
Customers today expect timely, efficient and high quality service whether in product support, IT service, or call center. However this often poses a problem for service organizations as they lack the transparency and IT support to actively control the quality of service they are providing. Consequently, efficient, high quality, low cost service is in increasingly high demand across all industry sectors.

Efficient and reliable service management can only be achieved when technical departments and IT work together to secure or in case of a malfunction, quickly reconstruct the quality of service level agreed upon with the customer. It is the responsibility of IT to continuously align their services and the IT infrastructure for service delivery with the requirements of the business processes.

Information, input and service requests from customers must be chronologically recorded, classified and cross-processed within the time- and cost limits set by the management or customer.

OTRS Help Desk will monitor these values and thus the quality of service.

Over 85,000 organizations worldwide rely on OTRS Help Desk as their solution for efficient IT Service Management.



Benefits

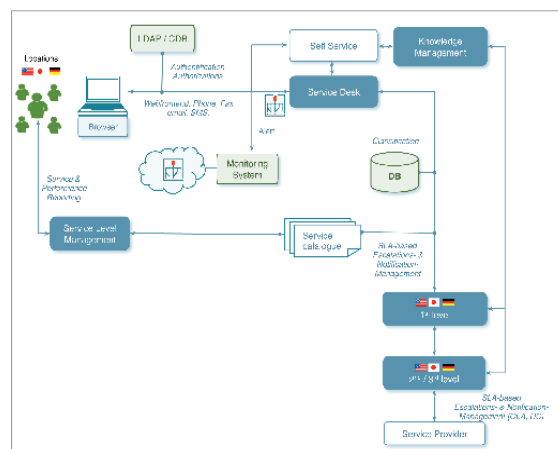
- Reduce Total Cost of Ownership with zero license fees
- Save time with streamlined Service and Business processes
- Support for decentralized Service-Organizations
- Avoid SLA breaches and penalties
- Automated Surveillance of Service Quality
- Process integrated Issue Tracking
- Reduced request volume via Self Services
- Real-Time Management Dashboard
- Meaningful Performance-Reporting
- Revision secure History
- Webbased & Platform Independent
- Modularly extensible for ITSM suite (ITIL)

Transparency for the customer: Service Request- & Incident Management

The service desk, also known as SPOC (single point of contact), registers, classifies, and according to importance, forwards all requests, which cannot be handled by the Service Desk itself to the respective units within the service organization.

The primary objective of the incident management process, combined with the goal to reduce the resulting, potentially negative impact on the business, is to restore any impaired service performance.

The service desk is responsible for a request throughout its entire processing. Accordingly, the service desk employees and their provided quality of service determine the level of customer satisfaction.

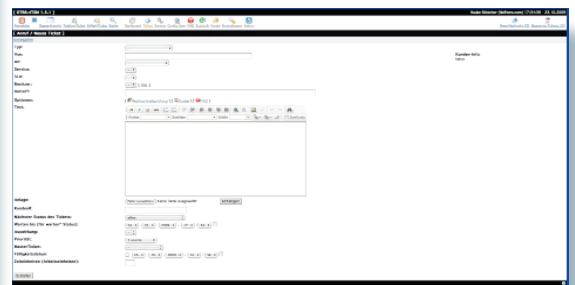


OTRS offers cross-process IT support in order to ensure your quality of service.

Request Fulfillment & Incident Management

- Quick incident tracking via web frontend
- Email, Phone, fax, PDA, SMS, SOAP/XML
- Automatic issuing and follow-up with NMS-Alerts
- Templates for standard incidents

- Integration of the PBX system (CTI) for pre-filling of input mask and direct selection
- Incident classification via services and flexible category trees
- Integration of content from a knowledge base
- (Auto) canned responses for recurring requests
- Linking, merging & splitting of incidents
- Master-slave functionality
- Event-based notification
- Resubmission of incidents
- Full-text search
- Multi-client customer service capability
- WYSIWYG editor for formatting and integrating pictures
- Bulk actions of multiple incidents
- Adaptable overviews



Self Service for the End User

- Structured collection and tracking of incidents via customer web frontend
- Transparent process progress and status of incidents
- Listing of all incidents in a client organization
- End user access to select content from the knowledge base

Process Automation & Workflow Management

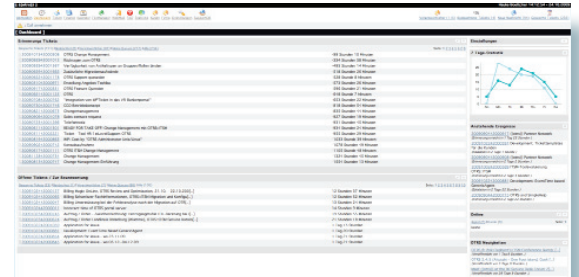
- Flexible display of workflows and service & release processes
- Automatic & manual routing of incidents by the service-organization
- Access control via role- and group-based authorization
- Integration of external service provider
- Automatic follow up mechanism in exiting incidents
- Noise reduction of NMS alerts
- Cross-process access to knowledgebase

Service Lifecycle Management

- Integrated service catalog
- Service/SLA lifecycle management
- Depositing of working hour calendars
- Linking of services, tickets, contacts, FAQ articles
- Support of impact analyses
- Extensive reporting for services & SLAs

Monitoring Quality of Service & Performance Reporting

- Automatic monitoring of quality of service via SLA-based escalations
- Alert function via thresholds
- Dashboard
- Incident monitoring via watch lists
- Menu-driven issuing of reports
- Accounting for compliance requests (revision security)
- Time recording
- Out-of-office function
- Time-controlled execution, export and sending of reports



OTRS Help Desk - Fields of Application

- Internal and external IT Service (ITSM)
- Customer service & product support
- Civil citizen service
- Call-Center
- Complaint Management
- Procurement
- Project Management
- Sales Support
- HR Management
- Facility Management
- University Administration & Enrollment
- And much more

System Requirements

Client

All common HTML browsers

Operating System

Windows, Linux, Unix, MacOS, Fedora Core, OpenBSD, FreeBSD, AIX

Webserver

Apache2, Microsoft IIS

Database

MySQL, Microsoft SQL Server, PostgreSQL, Oracle

Directory Services

Microsoft Active Directory, Novell eDirectory, OpenLDAP, Oracle Internet Directory, Sun ONE Directory, Fedora Directory Server

Regions

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