

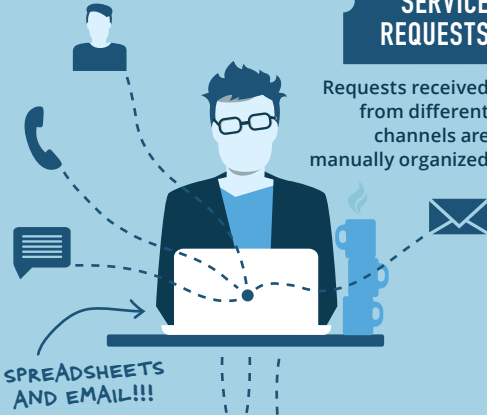
# Managing Your Help Desk

## THE HARD WAY or THE EASY WAY

### HAPHAZARD SERVICE REQUESTS

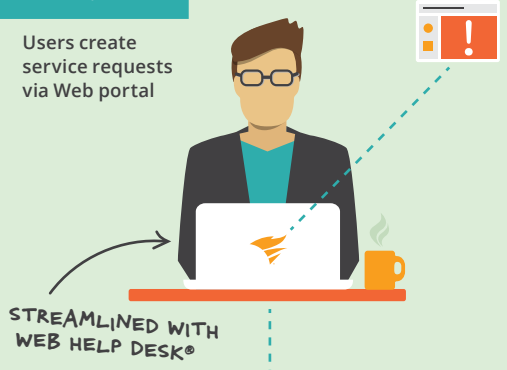
1

Requests received from different channels are manually organized



### CENTRALIZED TICKET MANAGEMENT

Users create service requests via Web portal



### UNKNOWN TECHNICIAN AVAILABILITY

2

No information leads to delays & repetitive tasks

"HELLOOO..."



### AUTOMATED TICKET ROUTING

Tickets automatically assigned to technician based on availability, skill, location, etc.



"READY FOR ACTION"

### NO REMOTE SESSIONS

3

Technician walks through hallways, buildings & remote sites

AVOID TIM FROM HR \*

### INTEGRATED REMOTE SESSIONS

Launch DameWare® remote session from Web Help Desk



### TEDIOUS MANUAL SUPPORT

4

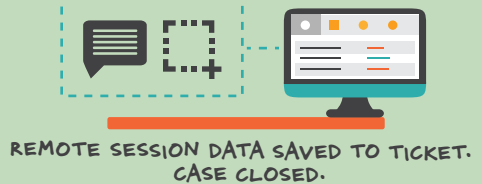
Troubleshooting occurs at end-user's desk, with limited tools

"DO YOU MIND?"



### ACCELERATED REMOTE SUPPORT

Faster troubleshooting with DameWare remote admin tools



TIME TO RESOLUTION

CUSTOMER SATISFACTION

### Results

TIME TO RESOLUTION

CUSTOMER SATISFACTION



# MAKE IT EASY ON YOURSELF

SEEMS OBVIOUS

with SolarWinds® Help Desk Essentials

2-in-1 Combo of Help Desk and Remote Support Software

