BMC Track-It! Help Desk

Each organization is different but most need help when it comes to streamlining their help desk operations. BMC Track-It! gives you a single, easy to install, easy to manage platform for all of your Help Desk and Asset management needs.

Product benefits

By implementing a comprehensive solution to support proven processes, your organization will:

» **Decrease IT inefficiencies:** Automating key business processes saves time and money, and using an integrated approach eliminates disorganized handling of repetitive operations. Track-It! helps you operate more efficiently by supporting ITIL best practices

» **Execute key management tasks successfully:** Implement the right mix of automation technology and processes. Track-It! provides the tools you need to manage incidents, problems, change and assets with little configuration

» **Reduce recurring incidents:** Creating a permanent solution rather than a one-time fix is more efficient and helps prevent recurring incidents. Manage help desk incidents and proactively reduce the effect of incidents

The HelpDesk is at the core of the Track-It! product, providing you with a 360-degree view of your work orders and change requests. End-user satisfaction, improved resolution rates, lower costs and adhering to industry best practices are of the utmost importance to IT departments. Track-It! helps you automate processes and build a knowledgebase of solutions, ensuring faster and more accurate resolutions to your end-user requests. Moving your manual processes into an automated help desk solution will help you handle calls faster and make data available when you need it.

Improve customer service

Most IT departments are concerned about end-user satisfaction and there is always room for improvement. Track-It! helps you automate manual processes, ensuring faster and more accurate resolutions to user requests.

Moving your manual processes into an automated helpdesk solution will increase users' confidence when placing a call to the help desk staff. You will no longer jot important helpdesk issues down on a note pad, just to get lost in the shuffle. Structure will exist and be apparent to your users as you handle calls faster and always have the data you need available. Each and every helpdesk request will be recorded with the details needed for future audits and reports. The Track-It! HelpDesk is designed to help you build better processes, manage organizational knowledge and solve problems quickly.

Providing end-users with the flexibility to choose their communication method is important. With Track-It! HelpDesk, your users have the freedom to choose the interaction channel that is comfortable for them. Users can utilize the self-service web portal, submit work orders through email or call for telephone support. You can provide top-quality service no matter which interaction channel your users choose.

Knowledgebase solutions and a self-service portal along with a more streamlined process for managing help desk requests will increase your users' confidence when placing a request with your help desk staff. To top it off, you can ensure your staff is providing top notch support with automated satisfaction surveys with the optional Track-It! Web Survey add on.

Improve resolution rates

One metric every helpdesk must closely monitor is resolution rate. Improving the success of each contact with IT support is crucial to growth and user satisfaction. Building proper resources and procedures will ensure IT support staff are providing service quickly and efficiently, reducing the amount of time it takes the helpdesk to resolve a problem.

Accessibility is essential for providing quick service to your users. Your end users can submit new work orders, check the status of existing work orders or search for solutions to issues they are having by visiting the Track-It! Self Service web portal. Your Help Desk technicians can then access the Track-It!

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Product features:
Once installed you can automate manual tasks by applying your own business rules:

» Advanced notification provides the ability to automatically notify the requestor and/or technicians for various states of a work order (created, modified, prior to due date, overdue and/or completed)

» Escalation rules offer the ability to set due date warnings and escalate based on due date time frames

» Scheduled work order automates repetitive tasks and activities, such as preventative maintenance

» Templates allow you to quickly and accurately log incidents in support of common tasks such as password reset and new hire tasks with work order templates.

HelpDesk from either an installed windows client or via a web browser. For technicians on the go, the Track-It! HelpDesk can be accessed from a mobile device browser for Help Desk and Solutions access. This means your technicians can work on the go from anywhere. There is no need to waste time sitting at their desks when they can move freely around the organization, get things done, check their work order queue remotely and immediately log results.

Knowledge Management is another key to fast resolution. The Track-It! HelpDesk provides a robust knowledge base that can be populated with solutions that suit your organization's needs. These can be authored by members of your staff each time a problem is resolved, making successful resolutions available for future reference. Knowledge management complements the core processes of the help desk including incident, problem and change management. With knowledge management you can ensure that reliable and secure solution information is available throughout the service lifecycle and that the right information is delivered to the appropriate resource to enable informed decisions. Track-It! allows you to capture knowledge in an easily searchable knowledge base. This means technicians and end-users have access to the same information anytime they need it.

Finally, Service Level Agreements will provide an assurance that requests will be addressed in a timely fashion. The Track-It! HelpDesk has easy-to-use templates that allow users to set up notification and escalation rules to adhere to their service level agreements (SLAs).

Lower information technology costs
Cutting costs, while delivering better service is something all organizations strive toward. It is not easy to achieve without the right solution. Implementing Track-It! is easy and will allow you to automate formerly manual processes, such as email notifications, Service Level Agreement warnings, skills based routing, audit trails, reporting and much more.

Adopt industry best practices
To keep your operation running profitably, you need to align IT with business objectives, ensuring optimal availability, dependability, security and IT performance. Track-It! will allow you to automate manual processes, such as email notifications, SLA warnings, skills-based routing, audit trails and much more to help ensure consistent, reliable response times and resolutions for your users. While a well-trained staff and well defined processes are important, a comprehensive easy to use Help Desk software solution is essential.

Best practices help your operation run smoothly, eliminating redundant work, integrating central processes, helping you learn from past experiences and enabling delivery of top-quality IT services. The overall quality of service in your organization, happier staff and faster response time is dependent on the helpdesk solution you implement. The right solution will mean lower costs and higher productivity for your organization.

Track-It! is a fully integrated solution
The Help Desk is just one part of the fully integrated Track-It! solution. Each Track-It! Module helps to automate, streamline and organize issues specific to IT challenges, to help you reduce costs and improve service levels. Built from the ground up as an integrated system, Track-It! provides a single, unified solution to simplify a diverse set of complex IT management needs.

For More Information

To learn more about BMC Track-It!, please visit
http://www.bmc.com/products/track-it/