



Richmond SupportDesk Mobile Overview

Richmond SupportDesk Mobile provides service desk staff the full incident management functionality of Richmond SupportDesk live while on the move via any device which supports Microsoft Windows Mobile®.

Field based support staff can log, update, manage and check the status of incidents with their required actions whilst on site. This enables greater service efficiency, reduces operational costs and provides an accurate real-time picture of the support status and true Service Level Agreement (SLA) performance. Developed on the Microsoft .NET framework Richmond SupportDesk Mobile can use Wi-Fi or mobile communications with direct links to the central Richmond SupportDesk database.

Improved Productivity

Mobile Support Staff

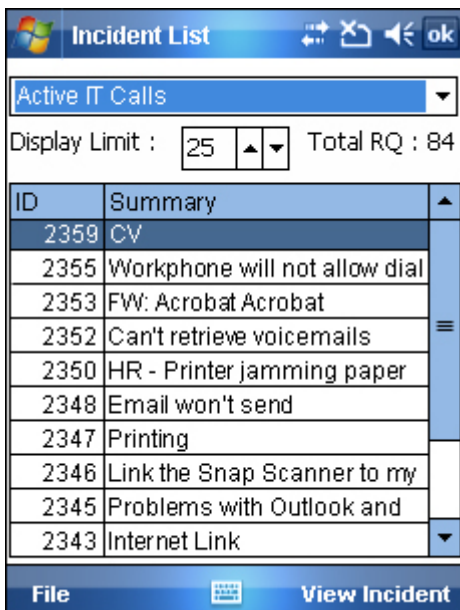
With increasing numbers of service desk staff based outside of the traditional office working environment, it is not always practical to access the service desk from a workstation. Richmond SupportDesk Mobile provides a cost-effective solution for staff on the move.

Roaming support staff can spend more time with customers as they no longer need to physically visit the support department or access a web browser to retrieve or update incident or activity information.

Support staff can look up their next job and go straight there minimising non-productive time between jobs.

Access Live Incident Data

Related current or previous incidents can be viewed to assist diagnosis with the reassurance that other team members are also contributing real time updates.



Incident List

As the very latest information is available, incidents can be checked against potentially related incidents within the IT infrastructure, enabling tasks to be completed faster.

Reallocation of Resources

If high priority incidents arise, support staff can be reassigned rather than continuing with a set of routine jobs planned in advance.

Rapid Incident Capture

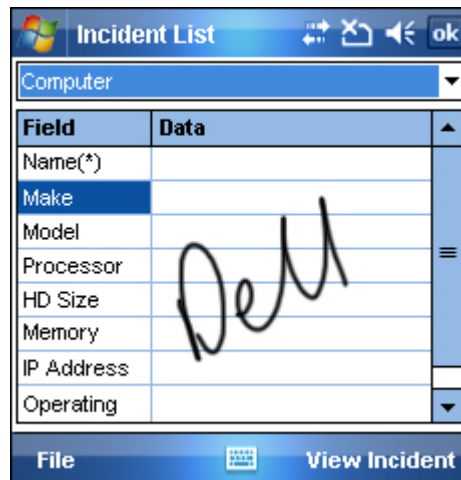
Incidents can be added utilising the Richmond SupportDesk profiles for logging incidents. This automatically populates fields enabling rapid incident capture eliminating the need for repetitive, time consuming data entry.

E-mail & SMS Services

E-mails can be sent via the PDA mobile device utilising the Richmond SupportDesk e-mail service so communication trails are centrally stored. Messages can also be sent via SMS ensuring support staff are always in communication.

Inventory Items

Information can be captured at source to improve the integrity of the Richmond SupportDesk central (CMDDB) database. This may include updates to existing or new inventory items with identification of maintenance or follow up activities that are required.



Capturing Inventory Items

Real time tracking of staff activities, capturing of work sign off and accurate inventory information provides enhanced data for subsequent analysis of service provision.



Improved Service Levels

Visible Support

With workforces becoming more mobile the demand for secure and robust anytime/anywhere connectivity has led many companies to deploy Windows Mobile™ based solutions.

By freeing up support staff and providing them with state of the art tools and information they can spend more time with customers, raising the perception of the support service. Furthermore, by increasing productivity, actual service levels will increase providing a measured enhancement to service quality.

The ability to redirect staff ensures the highest priority incidents are addressed first to meet customer expectations and SLA performance.

Electronic Sign Off

Digitally captured signatures enable real-time sign off by customers. This eliminates paperwork and is immediately visible as an attachment within the central incident record.



Signature Sign Off

Accessing Live Data

With instant updating and retrieval of support information live from the central service desk provides an accurate picture of the current support status and true SLA performance.

Search capabilities for incidents, customers, categories, status, priority and specialists allow rapid retrieval of information as required.

Bulletins can be accessed to see ongoing and planned activities and recurring maintenance tasks can be scheduled.

Systems Requirements

Windows Mobile™ Support

Richmond SupportDesk Mobile has been developed for the very latest Microsoft Windows Mobile™ 6.0 operating system but can be used on 2003, SE and 5.0 systems.

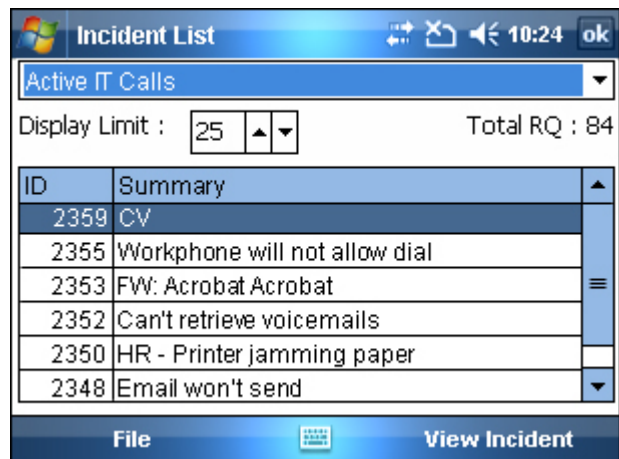
Device Specification

The recommended minimum device specification is a 350 MHz processor with 30Mb application memory.

Microsoft Activesync™ is required for the Desktop PC installation.

Multiple Screen Support

Richmond SupportDesk Mobile is optimised for a 240 x 320 screen resolution but is compatible with multiple screen sizes to accommodate devices compatible with Windows Mobile™.



Utilising Different Screen Sizes

GPRS WiFi/3G

Richmond SupportDesk Mobile is capable of working on low bandwidth GPRS connections but typically connectivity to the database is provided over TCP/IP via a Wi-Fi or 3G connection.

Licensing

Richmond SupportDesk Mobile is an additional module to the main Richmond SupportDesk software and is licensed separately on a concurrent user license basis.

Trial Software

To download a 30 day trial version of Richmond SupportDesk Mobile please visit: www.richmondsupportdesk.com/downloads.