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Richmond SupportDesk

Richmond SupportDesk enables best practice Service Management to achieve cost reductions in service and support while improving user satisfaction. Designed to simplify the delivery of internal and external support, SupportDesk is suited for IT, Facilities, Finance, and Customers Services. SupportDesk can be rapidly implemented with Windows, Web and Mobile interfaces adhering to the ITIL® framework and includes comprehensive asset management features to streamline effective life-cycle management of assets from acquisition to disposal. SupportDesk is highly adaptable to meet management, technician and user needs and offers the simplest, most cost-effective licensing model around.

ITIL® Compatible Framework

Incident Management

Log, prioritise and escalate incidents throughout their lifecycle with clear ownership tracking and reporting. Automatic incident creation from incoming e-mails, immediate matching and identification of related problems or known errors. Skills based incident routing to appropriate operator for effective incident handling. Customisable templates for rapid capture of commonly recurring incidents. Automatic Incident assignment and colour coded Incident lists with team & technician views.

Problem Management

Identify and resolve problems and provide workarounds for known errors to minimise the reoccurrence of incidents. Automatic notification of all affected users with resolutions or workarounds. Identifying and reporting on problem trends for proactive support.

Configuration Management

Configuration Management Database (CMDB) stores hardware, software, documentation, people and other configuration items. Parent/Child relationships provide intuitive structure for configuration items with easy retrieval of users and assets via the Search Console.

Change Management

Requests for change (RFC) can be raised against incidents, problems, known errors and configuration items including users, computers and locations. RFC approval and acceptance is provided with Change Advisory Board (CAB) notification and voting. Change prioritisation supports the necessary tasks required for successful deployment. An Audit Trail logs all modifications to the RFC and provides analysis and cost reporting.

Service Level Management

Service Level Management monitors and reviews service levels against the Service Level Agreements (SLAs). Full escalation options are provided including text messaging and Richmond SupportDesk Alarm notifications. SLAs can have multiple service hours for flexible management of customers and third-parties.

Comprehensive Asset management and Service Support

Asset Management

Asset data can be imported and scheduled from any OLE DB compatible data source, including Richmond PC Inventory. Multiple, customisable asset types can be created with full lifecycle asset tracking from asset acquisition through to disposal. Warranty and maintenance history can be stored against each asset along with file attachments and SLA information.

Management Information & Web Reporting

Web based reporting capability provides powerful, dynamic and actionable reporting with more than 100 templates that can be easily personalised to each customer's exact requirements. Reports can be scheduled to be delivered via email or to printer, file or web. Analysis reports include open or resolved incidents on a daily/monthly basis, incident volume by group, priority and status, SLA reporting by average response /resolution time, failed SLAs by specialist or category and exception reports.

The **Management Console** provides an unlimited user licence for live, graphical views of your support environment, throughout your organisation. Key performance indicators are shown with drill-down capability to the actual incident. Custom resolution codes help provide trend analysis to develop proactive support measures.

Alerts and Notifications

Drives communication between Service Desk operators and customers informing of the status of incidents, changes, problems and impending service level breaches via alerts and notifications.

Knowledge Management

Knowledge base items help operators solve their own queries and builds into an invaluable resource for users.

Customer Satisfaction

User-definable Customer Satisfaction Surveys can be sent via e-mail to individual customers or groups of users providing feedback on the level of service delivered.

Mobile and Internet Deployment

Additional modules are available to further enhance the Richmond SupportDesk client licence for collecting PC inventory data as well as Mobile and Internet interfaces. The Mobile Client is licensed on a concurrent basis with each connection using a single licence. The Customer Web Interface licence provides unlimited end-users access to log and track support requests via the web.

System Requirements

Windows™ Client version

- Windows™ XP, 2003, Vista
- Pentium class PC (> 1000 Mhz recommended)
- Minimum 256 Mb RAM
- Minimum 100 Mb disk space required

Richmond SupportDesk Web Interface (web server requirements)

- Windows™ XP, Server 2003 or 2008
- 32 or 64 bit
- Pentium class PC (>1000 Mhz recommended)
- Internet Information Services (IIS) v5 or higher (IIS must run in 32 bit mode when using 64 bit server)
- Minimum 512 Mb RAM
- Minimum 100 Mb disk space required

Richmond SupportDesk Mobile

- Microsoft Windows Mobile™ / Microsoft Pocket PC™ / Windows CE™ v3 or higher
- Microsoft Activesync™ is required for installation via a desktop PC
- Minimum 200 Mhz processor
- TCP/IP connection to enable connectivity to the service desk database Wi-Fi, GPRS/3G or Bluetooth

Recommended server requirements

- Database requirements, Microsoft SQL Server 2005/2008 (Full or Express)
- 512 Mb RAM
- Dual 1GHz processors
- Disk Space: 1Gb (250 Mb for a typical installation)
- Richmond SupportDesk E-mail Service Module supports IMAP or POP3 for incoming mail and requires SMTP for outgoing mail

Consultancy

Our Services include Planning, Implementation, Administrator Training, Operator Training, ITIL® Best Practice, Health Checks and System Reviews.

Integration

Integration with asset discovery and PC remote control software is provided as well as Microsoft Outlook synchronisation for task and calendar details. Microsoft Active Directory™ integration enables rapid setup and automatic updating of moves, additions, deletions and changes to users and computers. Links to OLE DB compliant data sources provide live views of external data.

Richmond PC Inventory

Richmond PC inventory functionality allows the automatic scanning of hardware and software information for PCs connected directly to your network. Information collected includes operating system version, processor type, memory usage, hard disk space along with the installed software.

Richmond SupportDesk Self Service Portal

Richmond SupportDesk Self Service Portal provides end users and customers with customised interactive access to Richmond SupportDesk 24/7 via any standard web browser.

Users can create their own incidents, monitor the progress of support requests and access knowledge bases for self help all tailored to each customers requirements ensuring only relevant content is presented to them.

Interface look and feel can be modified with predefined styles through to complete customisation with specific customer logos, colour schemes, buttons, fonts and field display.

Richmond SupportDesk Mobile

Richmond SupportDesk Mobile provides service desk staff with the incident management functionality of the Windows™ client module via a mobile device.

SupportDesk Mobile can be deployed to any portable device that supports the Windows Mobile™ operating system. Connectivity to the Richmond SupportDesk Mobile database is provided via Wi-Fi or GPRS/3G connection.

Maintenance and Support

Our annual Upgrade and Maintenance Contract (UMC) includes:

- 12 months product maintenance including all new versions of the software
- Technical support via phone, web and e-mail
- On-site support where necessary
- A dedicated customer website for access to product downloads and documentation