

News Release

October 2008

Richmond SupportDesk Launch All New Web Based Reporting

Richmond Systems today launched a brand new version of the service desk software Richmond SupportDesk, for enterprise IT support based on ITIL[®] best practices.

One of the many highlights for this release is web based reporting for powerful, dynamic and actionable reports all accessible via a web browser.

This empowers business users and support technicians alike with access to over 100 interactive statistical template reports on the support operation.

Report templates can be customised for each customer's exact requirements and scheduled for automatic distribution via e-mail, printing, publishing to a web server or saving to a file. This ensures up to the minute statistics are available for key personnel and decision makers, whilst minimising any administration required for report distribution.

Reports include trend analysis to visualise key statistics for example, open or resolved support incidents on a daily/monthly basis, incident volume by group, priority and status. Enhanced Service Level Agreement (SLA) reporting includes average response resolutions, failed SLAs by support technician or category and exception reports.

Ideally suited to Managed Service Provider (MSP) environments and service desks that support multiple customer's, reports can be setup and customised to each client's specific requirements, or for internal support where departmental analysis is required.



Next Steps

To find out more about the latest release of Richmond SupportDesk please visit www.richmondsupportdesk.com for a free trial version of the software or call +44 (0)1428 641616 to discuss your service desk needs.

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NOTES TO EDITORS

About Richmond Systems

Established for over 20 years, [Richmond Systems](#) Limited, is a leading provider of service desk software for enterprise-wide service support based on [ITIL](#)® best practices.

[Richmond SupportDesk](#) solutions can be rapidly implemented to deliver fast, flexible and scalable service support for [incidents](#), [problems](#), [configuration](#), [change](#) and [service level management](#) through Windows™, self service web portal and mobile interfaces. This provides the IT department with full visibility of the support environment allowing streamlining of the operation increasing efficiency and raising customer service levels.

Richmond Systems serves organisations providing support to many thousands of users and is a member of the *it*SMF and SDI (Service Desk Institute).

For more information, visit the Richmond SupportDesk website at www.richmondsupportdesk.com or call 01428 641616.

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