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# eHD System & Features

## World Class Customer Service
- Free training and consultation services
- 90% customer retention rate - GroupLink customers love the solution and stay with it
- With eHD you receive more than software, you receive a complete service solution

## Cross Platform Service Desk Solution
- Runs smoothly on Windows, Linux, Novell and Mac
- Use this solution no matter the platform, even mixed environments
- No applets, Flash or other plugins are required

## Essential Third Party Integration
- Supported on Windows, Linux, Mac and OES
- Integrates with GroupWise or Outlook/Exchange calendar and email systems
- Authenticate LDAP with eDirectory, Active Directory and Apple Open Directory
- ZENworks integration

## The 100% Web Help Desk
- Entirely web based
- Accessible from any web browser (IE, Firefox, Safari, Chrome and others)
- Smartphone enabled, including iPhone and others

## Designed Around ITIL Service Desk Best Practices
- Expand your help desk capabilities with Incident Management, Change Management, Project Management and Problem Management

## Reporting with True Business Intelligence
- Built-in powerful reporting tools - no third party solution needed
- Eye opening management reporting becomes easy - key statistics showing improvements or problems can be identified
- Dashboards - visually display your saved reports with the gauges and dials you choose
- Technician Ticket Search - build powerful filters on all ticket fields including custom fields
- Scheduled Reports - save custom reports with a recurrence pattern to be automatically run and emailed to selected individuals

## Ease of Use
- Easy, understandable end user experience - your teachers and school staff will use it!
- Self-help knowledgebase reduces teacher and school staff incident requests and decreases future support costs
- Cross-departmental - customize eHD for every department (IT, Facilities and HR)
- Unlimited number of end users
- Easy to use installer comes prepackaged with all software components needed to run the solution (MySQL, Java and Tomcat)
- Quick and easy configuration - in a few quick steps, your help desk will be setup and ready to go!
- Localization - view your HelpDesk in over five languages

## Business Process Automation
- Mass update of tickets - easily manage your workload by updating multiple tickets at once
- Ticket Templates for facilities’ preventive maintenance for each school or district building
- Manage your district’s business processes and routine tasks with Workflow
- Built-in asset tracker - import assets, tie assets to help desk tickets, build reports of trouble assets, track vendors, and create canned reports

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"everything HelpDesk has changed our technology department from the bad guys to the guys they [end users] love to see coming."

- Dianne Dripps, Pulaski County Schools

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**GroupLink® everything HelpDesk®**

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