



GroupLink's *everything* HelpDesk

The ZENworks 10 Integrated Help Desk Solution

The Challenge

- **Have you and your IT Department heard questions like these before?**
 - Can we search for our ZENworks assets directly from our help desk tickets?
 - Is there a report we can run to see all tickets tied to our ZENworks assets?
 - Can you run a troubled asset report for our ZENworks managed devices?
 - How can we remote control ZENworks assets from our help desk tickets?
 - Is there a help desk that integrates with ZENworks 10?



The Challenge

Are you tired of hunting for a help desk solution that answers all of these questions with powerful ZENworks 10 integration?

Then look no further. GroupLink's *everything* HelpDesk, the ZENworks integrated help desk solution, can resolve all these issues for you.

The Solution

- **Key ZENworks 10 Integration Benefits**

- Tie your ZENworks assets directly to eHD Tickets for true integration.
- No need to import or export assets. eHD integrates with your current ZENworks database (Sybase, Oracle, or MS SQL).
- Search your ZENworks database straight from within eHD Tickets.
- Stay informed with accurate information from troubled asset reports grouped by ZENworks managed devices.

The Solution

• Key ZENworks 10 Integration Benefits

- Launch remote control sessions for ZENworks assets from your eHD Ticket.
- A History Comment stating that a remote control session was started, the Technician's name, and a time stamp are recorded in the History Comment Section of a Ticket.
- With the click of the mouse you can see all past Tickets associated with specific ZENworks assets.

everything HelpDesk

Avoid the costly expense and headaches from not having a help desk that integrates with ZENworks 10.

With GroupLink's *everything* HelpDesk ZENworks 10 integration is possible at last.

Here's How!

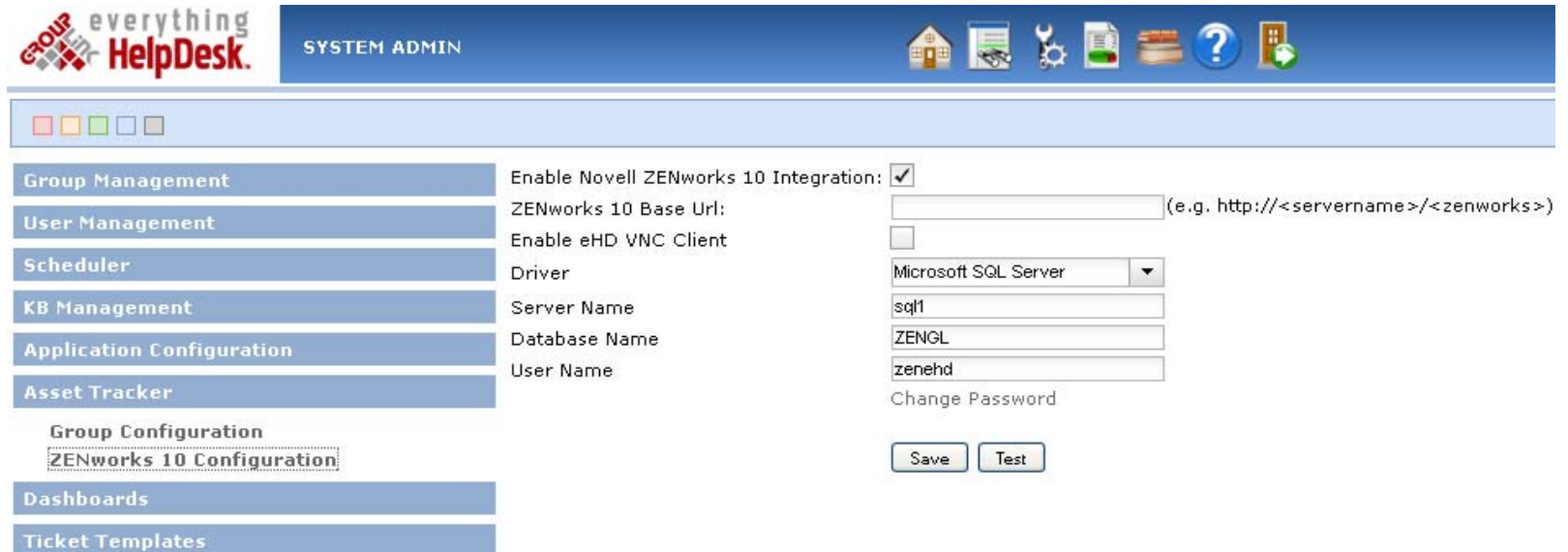


Scenario

Vernon County School District purchased ZENworks 10 one year ago and has had great success with its implementation. From the start, it was apparent that having a ZENworks integrated help desk would make processes more efficient and would help them make better informed decisions regarding their assets. The district chose GroupLink's *everything* HelpDesk and quickly saw the power of the ZENworks integration.

Scenario

To get started, the IT supervisor logged into the help desk and initiated the eHD integration with their current ZENworks database.



The screenshot shows the 'SYSTEM ADMIN' interface of the GroupLink everything HelpDesk. The left sidebar contains a navigation menu with the following items: Group Management, User Management, Scheduler, KB Management, Application Configuration, Asset Tracker, Group Configuration (with 'ZENworks 10 Configuration' selected), Dashboards, and Ticket Templates. The main content area displays the configuration for 'ZENworks 10 Integration'. The 'Enable Novell ZENworks 10 Integration' checkbox is checked. The 'ZENworks 10 Base Url' field is empty, with a placeholder '(e.g. http://<servername>/<zenworks>)'. The 'Enable eHD VNC Client' checkbox is unchecked. The 'Driver' dropdown menu is set to 'Microsoft SQL Server'. The 'Server Name' field contains 'sql1', the 'Database Name' field contains 'ZENGL', and the 'User Name' field contains 'zenehd'. There is a 'Change Password' link below the user name field. At the bottom of the configuration section are 'Save' and 'Test' buttons.

Scenario

The supervisor and the technicians used the powerful integration to search for assets in the ZENworks database and then tie them directly to eHD Tickets. While searching for these assets, the field was automatically populated with the Contact's Primary ZENworks asset and other assets the Contact has logged into.

The screenshot shows the 'Assets' search window. It features three input fields for 'Asset Name', 'Asset Type', and 'Operating System', with 'Search', 'Clear', and 'Reset' buttons below them. Below the search fields are three sections:

- Contact's Primary Assets**: A table with columns 'Asset Name', 'Asset Type', and 'Operating System'. It contains one row: 'WINDOWSXPTEST', 'Xeon 2330 System', 'Windows XP Professional'.
- Assets Contact has Logged Into**: A table with columns 'Asset Name', 'Asset Type', and 'Operating System'. It is currently empty.
- All Workstations**: A table with columns 'Asset Name', 'Asset Type', and 'Operating System'. It contains four rows:
 - ZEN1, Xeon 3200 System, Windows Server 2003 R2
 - WINDOWSXPTEST, Xeon 2330 System, Windows XP Professional
 - CONTACTWISEDEMO, Xeon 2330 System, Windows XP Professional
 - WINDOWSTEST2, Xeon 2330 System, Windows Server 2003 R2 Enterprise Edition



The screenshot shows the details for Ticket # 7. The header includes 'Ticket # : 7', 'Created : Apr 6, 2009 11:47 PM', and 'Submitted by : Jayme Hafen'. The 'Contact Information' section shows 'Contact : Daren Lord' and 'Email : dlord@grouplink.net'. The 'Ticket Info' section shows 'Location : location 1', 'Group : group 3', 'Category : c1', and 'Assignment : Jayme Hafen'. The 'Description' section shows 'Subject : asdfa'. The 'Sub-Tickets' section is empty. The 'History Comments' section shows a comment from 'Jayme Hafen' on 'April 14, 2009 12:00:35 PM' regarding a 'Ticket Update'.


Scenario

They used the ability to remote control the Ticket Contact's asset directly from the eHD Ticket, by simply clicking the remote control icon on the Ticket.

Ticket # : 7
Created : Apr 6, 2009 11:47 PM

Submitted by : Jayme Hafen
Modified : Apr 14, 2009 12:00 PM

Work time 00:00:00  

 Toggle edit mode


▼ Contact Information

Contact : Daren Lord
Phone : 801-335-0724 (Office)

Email : dlord@grouplink.net
Address : (None)

▼ Ticket Info

***Location :** location 1
*** Group :** group 3
*** Category :** c1
*** Category Option :** co1
*** Assignment :** Jayme Hafen

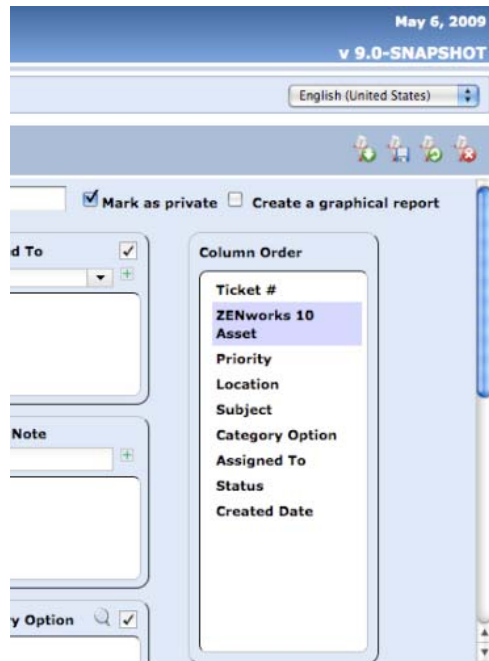
Priority : High
Status : Assigned Not Updated
Submitted by : Jayme Hafen
Est. Compl. Date :
Asset : WINDOWSTEST2 (zen asset) 

▼ Description



Scenario

They stay informed with accurate information about their computers and other assets from troubled asset reports grouped by ZENworks managed devices. This enabled them to quickly replace certain types of mother boards and video cards that were faulty before their warranty expired.



This screenshot shows a list of tickets in the ZENworks interface. The table has columns for Ticket #, ZenAsset, Priority, Location, and Subject. The tickets listed are:

Ticket #	ZenAsset	Priority	Location	Subject
4	ZEN1	High	location 1	test
5	WINDOWSXPTEST	High	location 1	asdfa
7	PRODUCTNIELSON	High	location 1	asdfa
18	PRODUCTNIELSON	High	location 1	dfasd
21	ZEN1	High	location 1	test1
22	ZEN1	High	location 1	test2

Scenario

They could generate a troubled asset report, as well as view all Tickets associated with an asset.

eHD Tickets Tied to Zen Asset ZEN1

Ticket #	Group	Subject	Status
4	group 3	test	Assigned Not Updated
21	group 3	test1	Assigned Not Updated
22	group 3	test2	Assigned Not Updated

Summary of Benefits

Using GroupLink's *everything* HelpDesk, Vernon County School District found the ZENworks 10 integrated help desk they were searching for. This solution helped their processes become more efficient and enabled them to make better informed decisions regarding their assets. The help desk quickly paid for itself with huge returns on the initial investment by:

- Lowering the Total Cost of Ownership for the help desk and ZENworks.
- Ridding the district of its inefficiencies and poor decisions regarding assets.
- Allowing the IT Department to spend its time resolving important issues with its assets instead of trying to manage them with insufficient data.
- Creating an audit trail for assets that can be used for analysis and generating reports that the IT Department can use to make better decisions about assets.



Summary of Benefits

everything HelpDesk integrates with ZENworks 10 giving you informative data for decisions about your assets, and providing a powerful solution for your IT incident requests.

End users can fill out a Ticket to request IT support and track their requests within the same solution.

Manage your processes, routine requests and tasks with eHD's Ticket Templates and Workflow.

Thank you!

Thank you for viewing this overview of GroupLink's *everything* HelpDesk, the ZENworks 10 Integrated help desk solution.

For more information or to schedule a personalized online demonstration, contact us at info@grouplink.net or (801) 335-0702.