

Auscomp IT Commander

Web Based Help Desk Solution

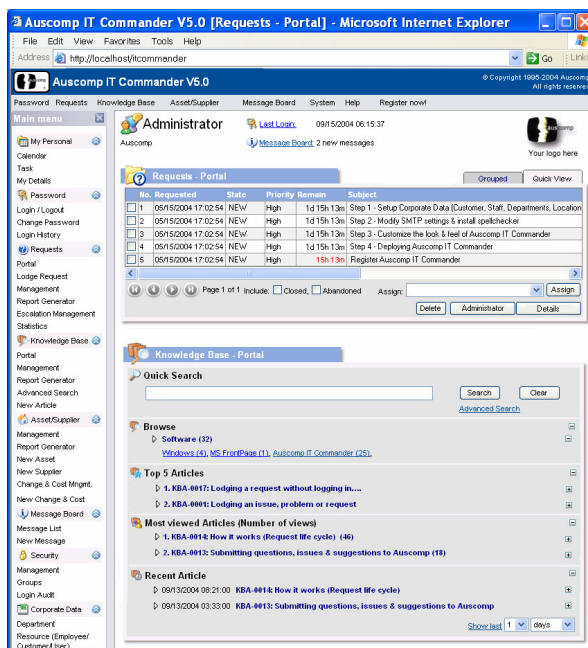
Now with full MS Outlook integration.

A leading new generation of SME (Small to Medium sized Enterprise) software application built from the ground up on Internet architecture and available on a 'try before you buy' basis.

Delivers comprehensive Help Desk, Customer Support, Knowledge Base, Data, Security, Asset and Cost Management functionality in a pure, easy to use and cost efficient Intranet Application.

For Windows & Linux
English, German, Portuguese & Spanish.

Enterprise Server with Unlimited Users
only US \$495



Key Benefits

Improves Financial Performance

Auscomp IT Commander boosts productivity by focusing key groups on the right issues & helping support them effectively.

Decreases Expenses

Auscomp IT Commander provides a central repository for requests & issues allowing you to easily assign & monitor processes electronically.

Reduces Support Costs

Auscomp IT Commander Self-Serve-Portal reduces support dramatically, providing answers to questions on first contact.

Improves Efficiency

Auscomp IT Commander automates complex business processes & provides the right tools, making your staff more efficient.

Saves Time

Auscomp IT Commander keeps everyone involved, updated & informed while saving time & reducing confusion.

Requirements

Server: Any ONE of the following:

- Windows NT/2000/2003 Server with IIS (Internet Information Server)
- Windows NT/2000/2003 Server with Apache Web Server
- Linux with Apache Web Server
- Windows NT Workstation or Windows XP Professional with IIS

Client: Any ONE of the following:

- Auscomp IT Commander requires a DOM level browser with JavaScript enabled.
- Browser: MS Internet Explorer 5.5+, Netscape 6+, Opera 7, Mozilla
- Platform: Windows 95/98/ME/NT/2000/XP, Linux, OS/2, Solaris, FreeBSD, Mac

Features

Total Management of:

Incident: Requests, Problems, Escalations, Delegations, Costs, Portal, Reports & Statistics

Cost: Assets, Requests, Users & Reports

Knowledge Base: Advanced Search, Portal, Top Requests & Statistics

Asset: Inventory, Suppliers, Changes, Releases, Costs & Reports

Security: Role, Department & Group Level. Content Security, Audit, Reports & Statistics

Message: Emails, Email Flow, Email Templates & Message Boards

Data: Import, Export & Migration

Report: Advanced Report Generator & Report Templates

Customization: Multi-Language, Themes, Portal, Layout, Report & Email Templates, Email Flow & Custom Fields

Workflow: Intelligent request routing & job prioritizing (incl. auto-assign, template driven auto-reply and notification for emails & SMS)

New in Version 5

WYSIWYG/HTML Editor: Text can be formatted using rich text or HTML

Intelligent request routing & job prioritization: Using specified parameters, requests can be prioritized & routed to create auto-replies, assignments, priorities & notifications via email & SMS.

Task Manager: Once off or recurring tasks to generate requests with auto-assign & notification.

Calendar: Easy management of all requests assigned & due — viewed by Today, Day, Week or Month.

Knowledge Base: Attachments, keywords, number of views plus voting & rating.

Knowledge Base Portal: Quick search, browse, top 5 articles, most viewed & recent article sections.

Save queries & report generating entries: Selection criteria may be saved for easy re-use in queries on requests & knowledge base articles, statistics & all report generators.

Template driven Auto-Replies: For easy customization of email & SMS replies.

Attachments of files & images: Requests & knowledge base articles may have file attachments.

Request Quick Views & Quick Assignment: To enhance the speed of request management, requests can be "quick viewed" & multiple requests can be assigned with the click of a button.

Lodge & manage request via Email: Requests can be lodged and updated from anywhere via email.

SMS Alerts: Auscomp's SMS Gateway allows SMS alerts to be dispatched to anywhere in the world.

User History: Quick view user history.

Universal Quick Search: An across the board quick search makes finding any record a simple one click affair.

MS Outlook Add-In: Full MS Outlook integration incl. Active Directory/LDAP auto-login.

With minimal investment in hardware, implementation, ongoing maintenance and training, Auscomp IT Commander delivers the lowest total cost of ownership for comparative functionality available anywhere in the customer service market.

Take advantage of the free 14-day full featured trial version <http://www.auscomp.com> (7 MB)



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