Service Desk Solution for Dynamics CRM

A central solution to support your customer service teams deliver excellent customer service.

Product Overview

Delivering great service and aligning support operations with your business can be a difficult challenge, especially without an effective automation process that keeps up with changing and complex requirements.

Prodware's Service Desk is your web-based solution for uncomplicated, cost-effective internal and external support automation. Providing extensive flexibility without expensive configuration and implementation cycles.

Built on Microsoft Dynamics CRM, Service Desk lets organisations easily automate extensive workflows and business processes for different functions, users and groups worldwide, with support for multiple languages and multiple time-zones. In addition, the solution enables you to reduce costs and streamline management by automating numerous business processes beyond the service desk and IT – including compliance, development, bug tracking, facilities management, and human resources.

IT Service Management / IT Helpdesk

Facilitates knowledge sharing and provides the ability to cost effectively manage the strategic deployment of IT resources and assets. The net result – greater productivity, seamless change management, and efficient IT service. A robust set of service management features that support key IT processes outlined by the Information Technology Infrastructure Library (ITIL) version 2 and version 3 and have been certified as TIL compatible for:

> Incident / problem / change management
> Configuration management
> Service level management

Incident Management via Multiple Channels

When an incident occurs, the goal is to restore normal operation as quickly as possible. All incoming incidents are registered and prioritised, incidents that require a specialist can be immediately escalated. Incidents received by e-mail or online are registered automatically.
Customers can monitor their incident progress online through a self service portal.
A knowledge base system provides less experienced technicians the information to answer difficult questions that have been answered before.

Key features:

> Incident / Problem / Change Management
> Asset Management
> Contract Management
> Full SLA / SLM Management
> Active Directory Synchronisation
> Auto Dispatch Workflows
> Reports and Statistics
> Dashboards

SELF SERVICE PORTAL
Your customers or employees can easily submit cases, review the status of open cases, review the knowledge base, update cases, add attachments to cases such as screen shots, update contact details etc.

ACTIVE DIRECTORY INTEGRATION
All your accounts are synchronised to the system allowing you to quickly search and relate incidents to existing records and view full information such as account name, email, department, telephones etc.

SERVICE DESK AUTOMATION
Reusable templates quickly generate common incidents, requests and subtasks
> Define auto-routing of incidents to agents based on extensive criteria
> Create escalation rules and workflow that support flexible criteria and automated actions
> Automatically run and share graphical performance metrics reports
> Schedule repetitive preventative maintenance templates
>Improve and accelerate agent workflow with comprehensive automation

Problem Management

A structural problem leads to incidents and therefore to calls. Service Desk will not allow incidents to be solved without their underlying cause being eliminated. The solution allows you to link several incidents, and once the problem has been solved and closed, all related incidents can be automatically closed.

Change Management

Make changes to the IT infrastructure in a controlled way. Whether the change is required to solve a problem, or it is the integration of a new system into your existing IT infrastructure. Provides a method for requesting the appropriate change, ensuring it receives approvals and tracking the time it takes to implement the change. Provides your employees with goal-oriented options for implementing a change.

Service Level Management

The level of service provision can be measured by recording service agreements and costs in ITSM. This allows you to offer precisely the correct level of service. It's possible to record Service Level Agreements (SLA) per configuration or per contact (end user or department). When an incident or problem is accepted, the applicable SLA can be consulted.

Configuration Management

Get detailed insight into your IT infrastructure assets. You can easily track your hardware, software and other IT infrastructure components within ITSM. With a total overview of information, your service desk can operate effectively and efficiently, saving time and money. You can also record financial data associated with configurations and products. Purchase value, depreciation term, value after depreciation, warranty date and installation date are captured and tracked. In addition, it's possible to allocate costs to budget holders and departments.

Reporting, Dashboards and Metrics

An easy-to-use menu-driven report wizard tool, makes it easy to create real-time, customisable metrics and graphical reports with drill-down capability to view details more quickly.

Benefits:

CONTROL SLA / SLM BY USING BUILT-IN DASHBOARDS
The integrated dashboard wizard gives executives and managers the ability to create and view dashboards and add reports on-demand.

BUILT ON DYNAMICS CRM PLATFORM
One of benefits of implementing the Service Desk solution based on Dynamics CRM is the automation and integration of all sales and marketing business processes from winning new customers to billing. Giving a full view of your business metrics, in real time.

IMPROVE SERVICE DELIVERY
Centralised management of all incidents, problems and service requests. Reduce service management costs with consolidated service desk automation.
Ensure compliance with IT governance requirements with complete audit trails.

CFMD - CERTIFIED FOR DYNAMICS CRM
Certified for Microsoft Dynamics is a solution certification achieved by Microsoft Dynamics partners whose software solutions have met Microsoft Corporation's highest standard for comprehensive business management systems.

CRM Microsoft Dynamics

Certified for Microsoft Dynamics

Microsoft Partner
Gold Enterprise Resource Planning
Gold Customer Relationship Management

ABOUT US

Founded in 1989, Prodware Group is an international leader in creating and deploying IT solutions for business. As the largest Microsoft Dynamics partner in the EMEA region, Prodware has 1,700 employees and 20,000 clients across 15 countries. Supported by significant investment in R&D, worldwide strategic alliances and a wealth of experience in delivering international IT solutions, the group aims to deploy its Prodware Adjust offering globally.

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