



Low-key Admin – High Profile Service

**REDUCE YOUR RESPONSE TIME
INCREASE YOUR QUALITY OF SERVICE**



Support Desk Pro is a Service Management solution that provides Help desk, Service and Engineer Support, Contract Management, CRM solution, Integration into Finance packages and Mobile PDA Work Force Management.

Support Desk Pro allows you to:

- Create professional quotes easily
- Log support calls in a single screen
- Schedule engineers
- Track Engineers via GPS
- See contract details and Service Level Agreements
- Email updates to your Customers
- Give Web access to your customers

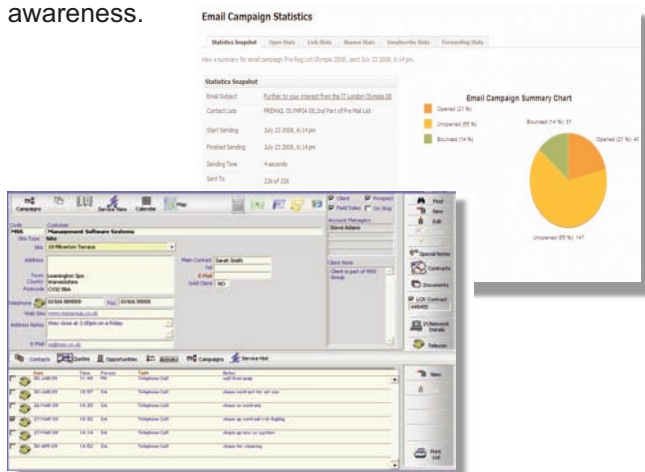


Share Information Between Sales and Support

Our Customer Relationship Manager solution (CRM) provides all of the tools and capabilities needed to offer first class customer service within your organisation. It enables you to create and easily maintain comprehensive records of customers from first contact, quotations, through purchase order and post-sales.

With modules for sales, marketing, and customer service, Support Desk Pro delivers a quick, flexible and affordable solution that delivers considerable improvements in every business process, enables closer relationships with customers, and helps your company achieve new levels of profitability.

Visibility of Support activity and reports also aids at the point of contract renewals as well as pre-contact awareness.



Spend More Time Converting Quotes than Creating Them

From easy to enter forms, create a professional quotation that can be emailed to your Customer via Pdf to accelerate the turn around of quote to order. Pick items from stock look ups, include pictures of the products and link back to the manufacturers web pages for technical information if required. Multiple versions of the quote gives quick and easy modification, with instant recalculation of profit and margin %.

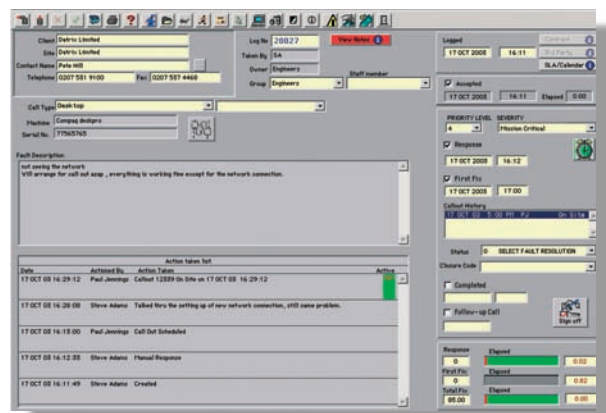
Once the Quote has been accepted Support Desk Pro will assist in the flow of the order through to invoice.

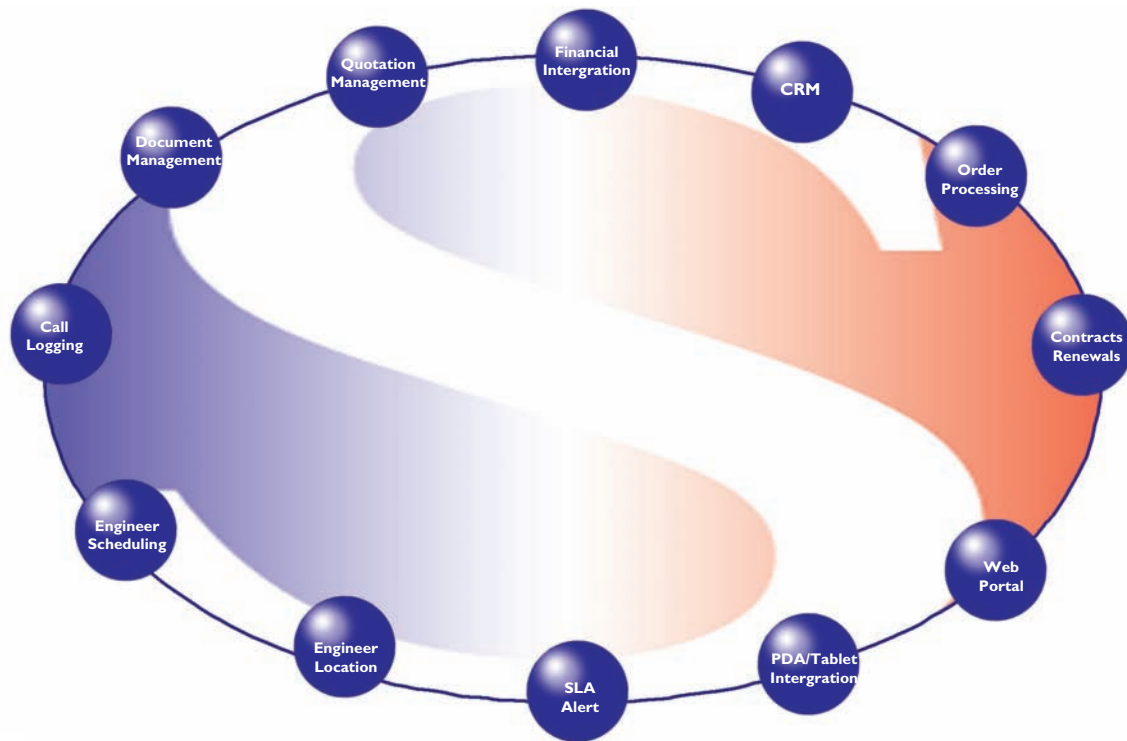


Professional After Sales Support

Let Support Desk Pro help you deliver high profile service through low-key administration of the support call:

- Log Support Calls quickly and easily
- Stop the Clock facility for Customer invoked delays
- See the contract cover and SLA for the equipment
- Set E-mail escalations as calls approach critical points
- Change ownership of the call or tasks within the call via 'active tickets'



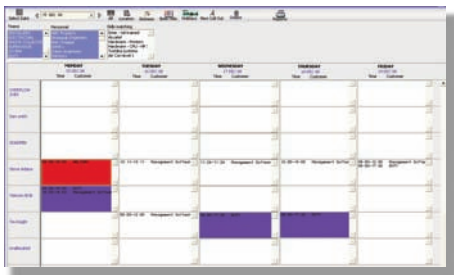


Efficient Resource Allocation

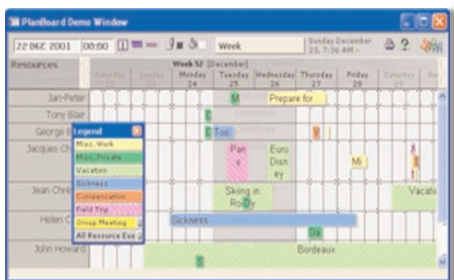
The Scheduling Board/Calendar enables you to schedule new or update existing call-outs. Schedule Holidays and choose colours to identify different types of work to be carried out.

View Holidays, Bank Holidays and sickness days per engineer.

The Planboard view gives the options of hourly view, 1 day and 3 Day, weekly views from 1 week to 12 months.



Generate Engineer Call Sheets to Printer, Fax or Email with Pdf attachment. Engineers have instant access to their calls via PDA interface. They can update 'tickets' on a call and complete calls whilst on site. The Quick Allocation Scheduling Board is a fast entry screen to link scheduled visits to existing support calls.



Escalation Identifies Problems Before Your Customers Do

As calls approach critical points, Support Desk Pro will email call owners and escalate these emails through the Company until the call is attended to.

Escalations can be sent to PDA's and field based personnel to maximise prompt action.



Minimise Travel Time and Protect Lone-Workers



Seeing the location of the caller and the nearest Engineer to the job will eliminate unnecessary travel costs and speed up reponse times per Job.

Lone-Worker and ETA Manager functions give alerts to the administrative team of 'static' status and potential late arrivals.



Track Progress back to the Job Number

Every action against a job is entered automatically back to the job updating current status and initiating email and alerts as significant points are reached;

- Multiple Quote Versions
- Produce Costing Sheets
- Order Confirmation
- Purchase Orders to Suppliers
- Serial Number Tracking
- Stock Control
- Order tracking
- Raise an Invoice or Pro-forma
- Add New Equipment to Contract
- Integration with Accounts Packages



Capture all Renewals, Additions and Uplifts

Renewing contracts within Support Desk Pro takes 3 easy steps;

The renewals screen is date based, giving you a view of up-coming renewals, equipment additions, costs and 3rd Party charges.

You can uplift the contract for the coming period by a fixed amount or percentage.

After that, generate the revised Contract for signature and the Invoice, the details of which can then be updated to your accounts package.



Integrate and Query Financial Systems

With 'On-Stop' integration into most Accounts Packages, Support Desk Pro can be a single 'front-end' to interrogate many other systems.

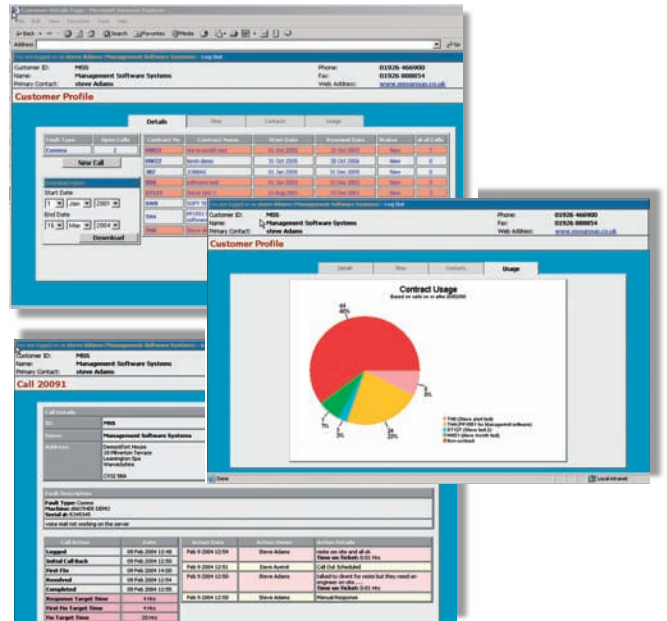


After generating Sales Invoices, Purchase Orders and logging Purchase Invoices, Support Desk Pro can import from, export to, and query most Accounting packages including Sage, Access Accounts, SAP, Datafile and Exchequer.



Give Clients Web-Access

Not only can clients log calls over the web, they can see progress on existing calls.

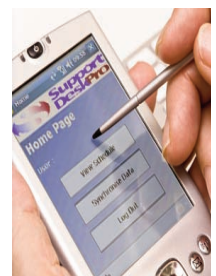


Empower your Engineers

Let your field staff update tickets on a call and even close the call completely from a customer's site or laptop in the field.

Engineers can log themselves on and off site to create an active-ticket' and real-time reporting for time spent on site.

With Support Desk Mobile on their PDA devices, engineers can update calls immediately over a GPRS connection to your office.



Robust and Secure

Using Microsoft SQL Server, Support Desk Pro shares its single data file across the web front end and integrates with many other customer contact and accounts databases.





In technical support, what matters is service

Key Features

- Professional quotation system
- Call logging and escalation
- Engineer scheduling
- Engineer Location tracking
- Remote updating of calls from the field
- E-mail SLA alerts
- Equipment/asset file for each contract and customer
- Knowledge base
- Document attachment
- Parts ordering
- Contract management and renewal
- Third party contract management
- Web-based call logging by customers
- Web-enabled update of calls by engineers
- Quick fixes
- Loan equipment stock management
- Workshop module
- SLA performance analysis
- Full contract cost analysis
- Serial number tracking
- Integration into customer contact systems
- Integration into third party financial systems
- Import/export module
- E-mail and web integration

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