Introducing Therefore HelpDesk™
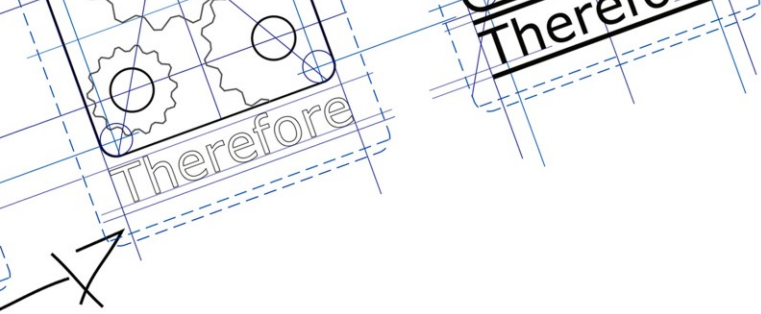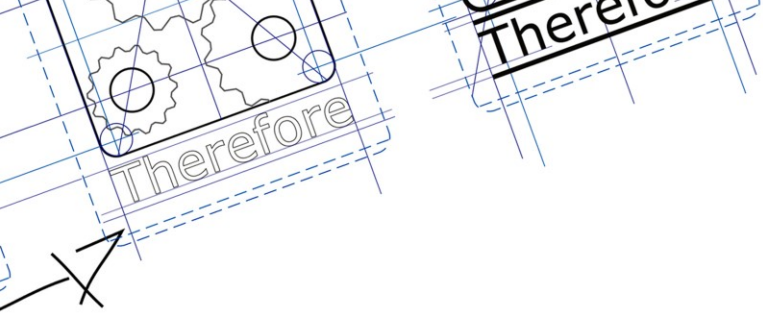
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ABOUT THEREFORE HELPDESK™

Understanding the need

Information Technology (IT) is typically seen as a key strategic enabler. Most medium to large sized companies have found that an efficient and responsive IT function needs to be underpinned by an effective Help Desk application.

The Therefore team has undertaken extensive research to determine what it is that IT management requires from a Help Desk application. This knowledge has been used as the foundation upon which the Therefore HelpDesk™ application has been developed.

Providing a framework for delivery

IT teams typically have hundreds of activities in play at any given point. To ensure that all of these activities are timeously resolved, Help Desk applications need to drive the classification of tickets, guide their allocation to appropriate resources, award deadlines and automatically escalate where required. In short, Help Desk applications need to provide a framework for delivery.

If you can't measure, you can't manage

If Help Desk ticket execution can't be measured with ease, managing it becomes a "hit and miss" exercise. The management of Help Desk tickets requires a dashboard and easy access to purpose built real time reporting.

Accountability

Clear lines of accountability are critical when managing a Help Desk. Given the number of moving parts at play, accountability often falls into a "grey area", which works against delivery. Critical to the management of accountability is the management of deadlines, the ability to track performance relative to deadlines and clarity regarding the party accountable for each ticket.

It's a team effort

Help Desk Agents are typically responsible for logging tickets on behalf of callers and then allocating them to a resource from the applicable "functional team" (such as LAN, WAN, ERP and Web) for resolution. Incorrect allocations frequently occur and generally delay ticket resolution. Therefore HelpDesk™ is a "team aware" application and guides the allocation of tickets to the appropriate resources.
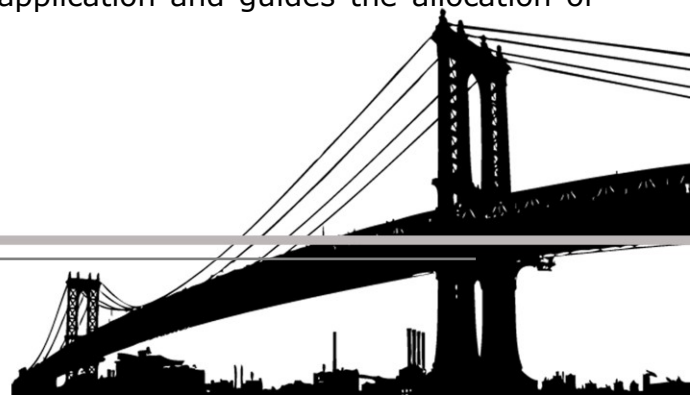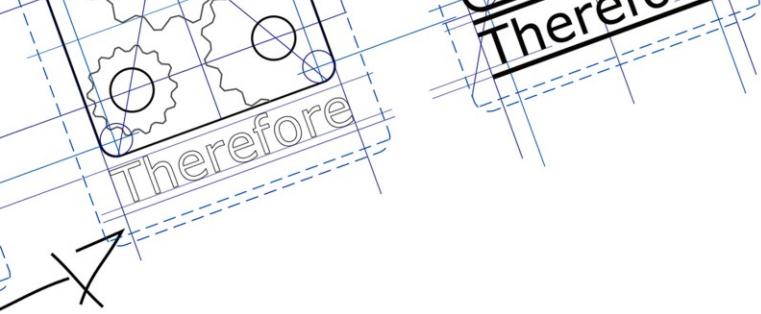
Performance management

Whether you are managing the performance of the entire IT department, a functional area or individual staff, it is imperative that performance data is readily available. The Therefore HelpDesk™ application places performance data at your fingertips.

Providing "on the same page" clarity

Communication is one of management's perennial challenges and Help Desks certainly aren't exempt. Help Desk applications need to provide users with access to a comprehensive ticket review that carries all of the salient details, thereby keeping everyone "on the same page".

Continuous improvement

Help Desk applications should allow for the identification of areas where IT is prone to repeat service failure. This data can then be used to initiate and subsequently monitor interventions designed to reduce future service outages.

Paper and spreadsheet based solutions aren't solutions

Paper and spreadsheet based Help Desk trackers may be cheap, but they have far too many shortcomings to allow them to be a workable tool for measuring, managing and executing Help Desk tickets.

THEREFORE HELPDESK™ BENEFITS

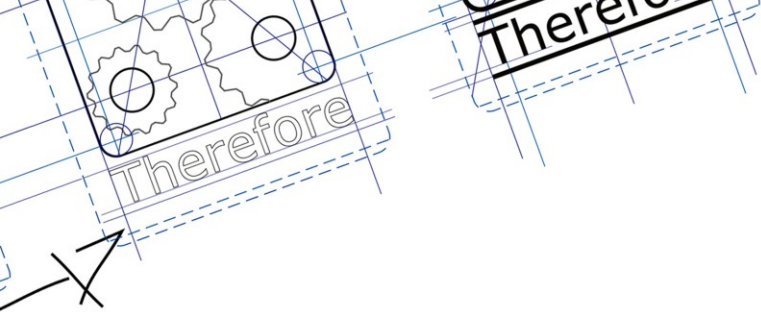## Therefore HelpDesk™ … *THE* Help Desk management tool

Therefore has carefully researched the burn points associated with running a Help Desk and has developed the ultimate in Help Desk applications - Therefore HelpDesk™.

Therefore HelpDesk™ can be rapidly deployed, accessed from anywhere with Internet connectivity, adds value from day one, improves the ease of Help Desk management and is highly cost effective.

The leading Help Desk tool

Running a great Help Desk requires a combination of great people and great infrastructure. When it comes to choosing a Help Desk application, don't short change your team … give them the Therefore HelpDesk™ advantage.

Rapid deployment

No two Help Desk environments are alike. The Therefore HelpDesk™ application can be rapidly configured to meet your needs. Once configured, the process of logging, executing and managing Help Desk tickets is quick and intuitive.

Anywhere … anytime

Therefore HelpDesk™ is an Internet based tool. As a consequence, it can be accessed by your company and its strategic partners from any location that has Internet connectivity.

Management, measurement and reporting

Ease of management requires ease of measurement. Therefore HelpDesk™ optimises your ability to manage your Help Desk by providing a dashboard, a suite of real time reporting, deadline management capabilities, progress status tracking and automated poor performance flagging.

Teams and cross functional delivery

Help Desk staff often log tickets and then hand them over to subject matter experts for closing. The Therefore HelpDesk™ application is a team aware tool, thereby enabling your staff to work together seamlessly. Furthermore, Therefore HelpDesk™ can coordinate the execution of tickets across functional areas.

Accountability, early warning and remediation

The Therefore HelpDesk™ application ensures that tickets are allocated to the party accountable for their execution, thereby leaving no grey areas that can be used to legitimise non-delivery.

Each ticket is awarded a targeted close out date / time and performance is tracked accordingly. Where performance falls short, Therefore HelpDesk™ automatically flags the offending ticket for management review.

The Therefore HelpDesk™ application's "Progress Status Early Warning" feature tracks progress relative to the passage of time and provides an early warning where tickets start falling behind the curve. This allows for remedial action to be taken earlier in the execution life cycle.
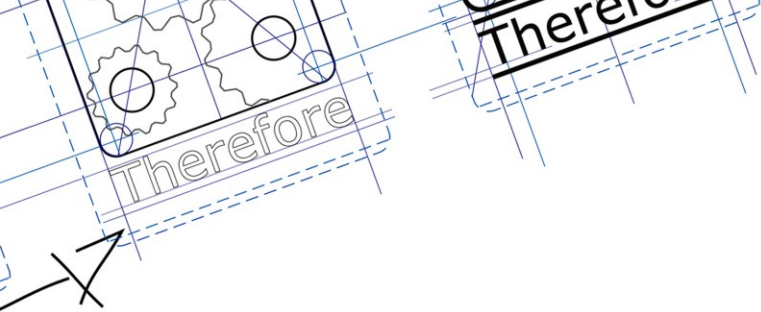
Staying in the loop

The Therefore HelpDesk™ application's configurable communication cycle keeps users informed of status changes by means of email and SMS.

THEREFORE HELPDESK™ FEATURES

Functionality on demand

No two Clients have the same needs. The Therefore HelpDesk™ application's "Functionality on Demand" capability allows user utilities and system features to be turned on or off and configured in accordance with your requirements.
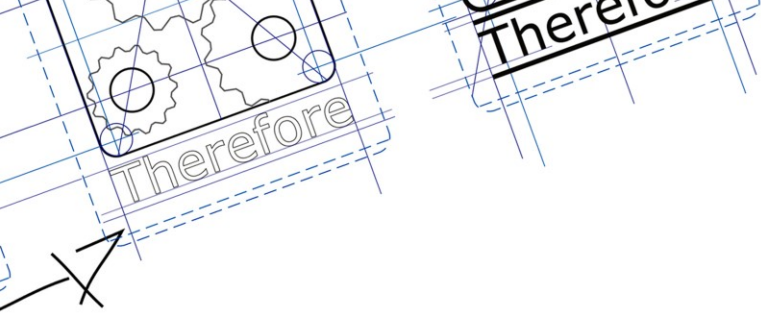
Provided below is a high level overview of the Therefore HelpDesk™ application's user utilities and system features.

User utilities

Listed below are examples of the utilities that can be made available to users of the Therefore HelpDesk™ application.

Task / Query utilities	**Reporting utilities**
Comments	Dashboard
Notes	Reporting
Reminders	External data cube feed
Reassignment	
Reclassification	**User utilities**
Attachments	
Rich text editor	User self-service
Sub activities	Management visibility
Ad-hoc email communication	Contact list
Ad-hoc SMS communication	
Context sensitive help	**Search utilities**
Change log	
Task flagging	Smart search
Progress status updates	Quick search
Duplicate checker	

System features

In addition to the above listed user utilities, the Therefore HelpDesk™ application boasts a number of system features that can be configured to ensure that the system's deployment is aligned to your needs. Examples follow.

Workflow engine

The Therefore HelpDesk™ application boasts a fully integrated workflow engine.

The Therefore ThreadBuilder™ workflow configuration tool enables tasks and queries to be rapidly mapped to your business' processes, without introducing the need to write code.

User interface

The Therefore HelpDesk ™ system provides various options for the "fine tuning" of its user interface.

Communication cycle

The Therefore HelpDesk™ system's configurable communication cycle keeps Users informed of task and query status changes by means of email and SMS.

White labelled

Therefore HelpDesk™ can be rapidly branded so that it carries your corporate identity.

Secure

Therefore HelpDesk™ complies with best practice security principles. Further, its configurable password rules enable you to enforce a password rule complexity that is appropriate to your risk profile.
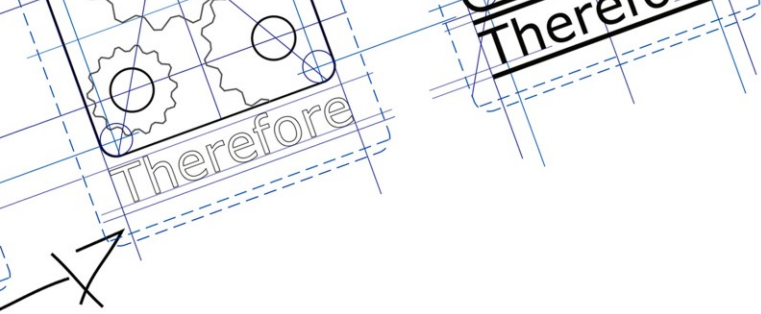
Therefore HelpDesk™ supports the use of Digital Encryption.

The system's "Security Group" functionality allows you to easily allocate system rights to Users.

Integration

The Therefore HelpDesk™ application features a host of integration points, enabling seamless integration with external systems, either on a periodic or a real time basis.
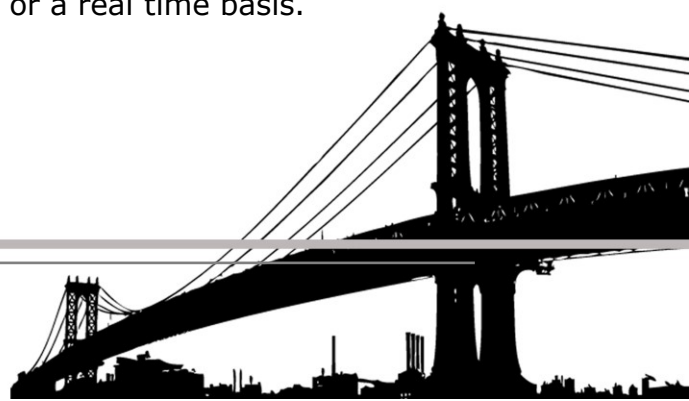
Cross browser compatibility

The Therefore HelpDesk™ application has been developed to be accessible via any World Wide Web Consortium (W3C) standards compliant web browser, but has been optimised for the latest versions of the Internet Explorer, Mozilla Firefox, Google Chrome, Opera and Edge browsers.

CAN THEREFORE HELPDESK™ HELP?

The Therefore HelpDesk™ application is ideally suited for companies that...

- See IT as a strategic enabler.
- Have high volumes of user initiated requests for IT support.
- Want to maximise their return on investment for IT spend.
- Want to impose IT best practice principles.
- Want to reduce levels of IT related risk.
- Want to improve IT service levels.
- Want to improve the ease of management of their IT functions.
- Require access to performance data to support performance management for IT staff.
- Want to implement continuous improvement within their IT functions and therefore need access to service failure statistic to enable them to do so.

THEREFORE HELPDESK™ IMPLEMENTATION

Methodology

Our tried and tested implementation methodology covers business analysis, configuration, setup, training and change management ... thereby ensuring that your Therefore HelpDesk™ initiative delivers value immediately and that your team is committed from the onset.
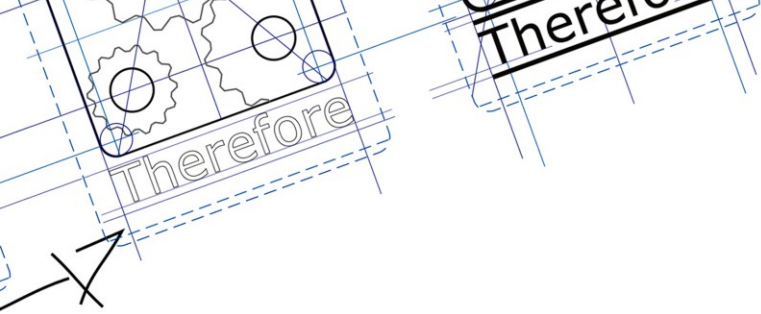
Business Analysis

During the Business Analysis phase, we will work with you and your Team to understand your environment and needs.

Configuration

Therefore HelpDesk™ will be configured in accordance with the observations made during the Business Analysis phase. This configuration will take two forms…

- The Therefore Team will use the Therefore ThreadBuilder™ application to configure the business processes that will be deployed within your environment.

- The Therefore Team will use the Therefore HelpDesk™ application's "Functionality on Demand" facility to turn off all functionality that you don't wish to use, thereby optimising the application's fit with your environment and enhancing its ease of use.

Setup

It is during this phase that your companies, branches, departments, access rules, users and the like are set up.

Training

Therefore HelpDesk™ has been designed to be intuitive, which reduces the amount of user training required. However, as with the introduction of any application, a mix of formal and "on the job" training is critical to ensure that users become productive as rapidly as possible. Our training curriculum will be tailored to meet the needs of your environment.

Change management

Best practice change management principles are applied throughout the deployment of the Therefore HelpDesk™ application.
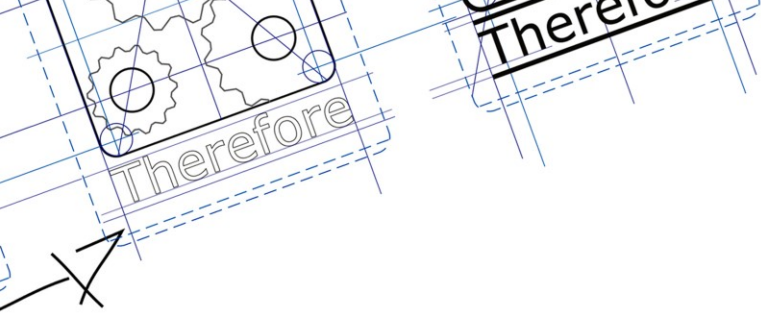
ABOUT THEREFORE

Introducing Therefore

Therefore specialises in developing and implementing Business Process Management (BPM) solutions. We have, over a period of some 13 years, developed our own BPM technology, which we use to assist our Clients to optimally manage their business processes.

We are in a unique position to be able to help our Clients to implement BPM solutions without having to make an extensive upfront investment in technology, given that we bill on a rental basis. Further, we are in a position to offer our Clients a fully outsourced solution, allowing them to retain their focus on what they do best.

Our technology has been developed to allow for rapid deployment, which allows us to add value earlier in the project life cycle.

Therefore BPM product offering

We have a number of product variants, which allows us to rapidly deploy niche solutions.

- [Therefore Quantum™](#) - Call Centre Management Suite
- [Therefore StratIQ™](#) - Strategy Management Suite
- [Therefore HelpDesk™](#) - Help Desk Management Suite
- [Therefore FieldTask™](#) - Field Task Management Suite

Further, our BPM technology is easily configured, which allows us to rapidly deploy mature Client specific solutions.

Consulting services

Therefore typically consults in areas that relate to the implementation of its BPM technology. We are, however, in a position to offer Clients consulting services of a more general nature, most commonly in the Information Technology, Supply Chain and Project Management space.

How can we help you?

We would appreciate the opportunity to schedule some time to walk you and your team through our product and service offering and to explore how we can unlock value for your organisation.

Feel free to give us a call if you think that we can be of assistance.

More...

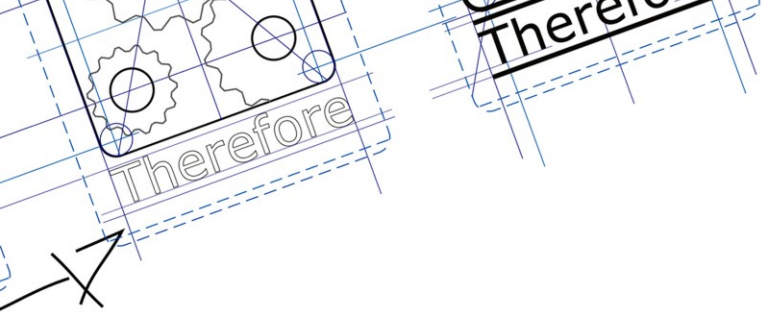To find out more about Therefore, please visit the Therefore website.

www.therefore.co.za

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Therefore company: www.therefore.co.za
Therefore HelpDesk™:   www.therefore.co.za/HelpDesk

More...

To find out about our other products, please visit the product websites detailed below.

Therefore StratIQ™:   www.therefore.co.za/StratIQ
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