

versaSRS HelpDesk

More than just a Help Desk ...

An effective Help Desk, Service Request or Case Management System is becoming a critical success factor in a growing number of organizations.

Businesses are constantly trying to find a more efficient way of providing full and well managed support throughout the cycle of managing their customers - *this is where versaSRS HelpDesk can help.*

Whether to support clients or internal users, versaSRS HelpDesk is a packaged application enabling organisations to quickly and effectively deploy comprehensive Service, Incident, Configuration and Service Level Management processes with a minimum investment in infrastructure.

Based on the ITIL service management system (IT Infrastructure Library), and built using the Microsoft .NET Framework, versaSRS HelpDesk provides a flexible and scalable solution for managing service requests or case management processes and providing cost effective solutions to end users and customers.

Adaptable to a diverse range of business processes, versaSRS HelpDesk combines a browser-based interface with a database back-end globally accessible system.

What makes versaSRS HelpDesk stand out from the crowd is its unique 'look and feel'. Although a browser-based application, versaSRS HelpDesk does not look like a traditional Webpage. Instead, it has been designed to look, behave and work as a desktop application, providing the benefits of an intuitive interface with the latest advancements in browser technology.

Unlike other products on the market which use a single web page to deliver content, versaSRS HelpDesk has been developed with a multi-document interface that simulates a Windows environment providing a rich desktop style user experience, similar to familiar Microsoft Office products.

The image displays three overlapping screenshots of the versaSRS HelpDesk application running in a Windows Internet Explorer browser window. The top screenshot shows a 'Cases' list with columns for Case Number, Status, Priority, Due Date, Requestor(s), and Problem. A sidebar on the left shows a folder structure for 'General Support' and 'NEW Support Requests'. The middle screenshot shows a 'Case Details' view for case 64192, titled 'Setting up versaCAT'. It includes a 'Problem' field with a detailed description, a 'Logged By' field, and various dropdown menus for 'Case Type', 'Team', 'Category', and 'Owner'. The bottom screenshot shows a 'Case Update' form with fields for 'Update Type', 'Status', 'Log Time', and 'Resolved By', along with a 'Subject' field and an 'Attachments' section.

... We have found the solution extremely easy to install, configure and customize but the most amazing aspect of the product is its rich and user friendly interface.

In a world where the consumer has come to expect a trade off with web based systems between ubiquitous access and a rich user interface, the versaSRS system clearly demonstrates that a web based application can be just as rich as any native application, with the added benefit of being easily accessible for customers and support representatives while also being centrally managed. ...!

Randall O Walrond - President—IVR Technologies Inc, USA

versaSRS HelpDesk is adaptable to a diverse range of business processes, combining a browser-based interface with a database back-end globally accessible system.

versaSRS HelpDesk is available in 4 editions: Community (Free), Standard, Professional, and Enterprise.

The features of each edition make **versaSRS HelpDesk** available to a wide range of businesses requiring a scalable solution, without the huge price tag.

A detailed feature comparison between the editions can be found here:
www.versadev.com/versasrseditions.aspx

A fully functional free version of the **versaSRS HelpDesk** can be easily downloaded and installed, enabling you to try the software before you buy. The only restriction is in the number of queues available which can be expanded at any time by applying a keycode to the software after purchase of license fees. This removes the need for re-installation or other setup constraints and enables you to download, install, evaluate and activate **versaSRS HelpDesk** in a fluid and seamless process.

VersaDev also offer an online web demo version for those businesses wishing to quickly trial the system without installing any software.

For more information please visit our **versaSRS HelpDesk** website at www.versasrs.com

"I've downloaded VersaCAT & VersaSRS, and I'm very impressed ... Thank you for getting back to me so quickly. It's nice to see a company that takes an interest in the opinions of potential customers!"

William Kristoph
Systems Administrator,
Leon County Clerk of Courts.

Clients:

With over 1500 registered implementations worldwide, VersaDev have a diverse user base covering small to large organisations in both the public and private sectors.

BHP Billiton (Global)

SERCO

ABB Industry Pte Ltd (Singapore)

Advanced Personnel Management

Couriers Please

Adelaide City Council

Planet Aid (US)

AMDEL Limited

Asiatel Singapore Pte Ltd (Sing)

SightScape Inc

Hestia Housing and Support (UK)

Tropic Distributors

GFi Asia Pacific

Hubbard Constructions Co (US)

Unistrut Australia

University of Salzburg (Austria)

Wannon Regional Water Authority

Indiana Institute of Technology (US)

Option Metrics, LLC (US)

Applaud IT

IBM UK Ltd (UK)

Empower MasterPay

Chartered Semiconductor Mfg Ltd(Singapore)

British Council (Singapore)

Great Southern Group

Siltronic Singapore Pte Ltd

Core3

Keystart Loans

Drake Food Markets

Aged Care Housing

JDA

Pro Pay LLC (US)

+ *many more*

Microsoft
GOLD CERTIFIED
Partner

"I tried 17 different customer support SW and, according to screen shots and feature list, I've found this one is the best, with most comprehensive list of features."

Robert Zenzerovic
Istracom D.O.O.

"... the VersaSRS HelpDesk has met and exceeded our expectations. It is very easy to use and we have configured it to meet our needs."

Sam Ray
Network Administrator
Micro Industries

With its open model architecture & design - versaSRS can be used for any business process or service.

versaSRS is the perfect solution for, but not limited to:

- ◆ Customer service requests, tracking & management - full cycle
- ◆ Case management
- ◆ Project management
- ◆ Consolidation of client, IT, HR & asset requirements
- ◆ Product & services support issues
- ◆ IT help desk incidents
- ◆ Change management
- ◆ Problem & incident management
- ◆ Customer relationship management
- ◆ Sales & leads tracking
- ◆ Product maintenance tracking
- ◆ General enquiries
- ◆ Pre and post sales support
- ◆ HR issues
- ◆ Personnel management
- ◆ Full cycle project management
- ◆ Technical issue tracking
- ◆ Knowledge management
- ◆ Asset management
- ◆ Any business process that requires comprehensive management and communications tracking

About VersaDev

VersaDev is an innovative software company specializing in enterprise-wide mission-critical Microsoft .NET applications to businesses worldwide.

Our flagship product, **versaSRS HelpDesk** is a packaged application enabling organisations to quickly and effectively deploy comprehensive service, incident, configuration and service-level management processes with a minimum investment in infrastructure.

VersaDev also provides customised software development for clients seeking improvements in business process efficiency.

We take pride in developing world class web-based solutions.