

360

360Facility®

THE 360HELPDESK SYSTEM

The 360HELPDESK system is a comprehensive service ticket, work order, asset management, and knowledge base. The system is an integrated set of applications that when deployed together provide a complete solution to your information technology support needs. The solution is delivered via the internet to your standard browser for a small monthly fee. Everyone in the organization can access the data and there is no hardware to buy or software to install.

REDUCE RESPONSE TIMES
IMPROVE THE BOTTOM LINE
IMPROVE CUSTOMER SATISFACTION
EASY TO IMPLEMENT AND USE

Work Management

Improve Productivity & Reporting

Manage customer requests, planned work orders, and service level agreements. Establish routing rules for tickets to both internal team members and service providers. Improve visibility into the performance of the support organization with real-time monitoring. Fewer phone calls to be answered, more actionable information in real-time dashboards, and less time spent finding the answer.

Asset Management

Improve the Bottom Line

Document, classify and strategically manage hardware and software as well as other equipment. Manage maintenance schedules, inventory, workloads, warranties, asset specifications and service contracts. Forecast capital expenditures and track historical costs.

Knowledge Base Management

Make Everyone an Expert

Create a repository of policies, procedures, and best practices that your team can tap into at any time. Create business rules that "push" support information to the appropriate team member based on the assigned task. Enable service desk users to develop solutions and incorporate them into the knowledge base.

Web and Wireless Access

Lower Response Time

The system works with any cell phone, two-way pager, PDA, or Blackberry.

Audit Management

Find & Solve the Problem Proactively

Collect inspection data and use that data to create action items. Clearly define who is responsible for specific issues and track corrective action on items identified during the inspection process.

Customer Services

Improve Customer Satisfaction

Provide customers the ability to enter new service tickets and track status. Deploy single sign-on to make entering requests fast and easy. Initiate email notifications from the system to customers to provide updates, requests for further information, and close notifications. Provide customers the opportunity to complete a survey.

Workloading

Improve the Distribution of Work

Reassign and reschedule tickets across the entire team from a single page. The system automatically notifies the appropriate stakeholders of any changes.

Project Management

Manage Deadlines and Costs

Compile general project information, annual budgets and revisions, individual work tickets, history and general comments online. Estimated and actual costs recorded on the work tickets roll up to a financial summary which tracks actual costs against estimates and against total budget amounts.