

# ALL THE HELP DESK YOU NEED

## Help Desk Manager

from N-able Technologies



An effective help desk is a critical customer interface, strengthening customer relationships with quick, satisfying service experiences. While most professional services automation (PSA) solutions offer this functionality, not all organizations want to take on the cost and complexity of a full-featured PSA just to acquire business enhancing help desk capabilities. Help Desk Manager from N-able Technologies provides a flexible, complete, easy-to-use help desk and ticketing solution that streamlines and improves the help desk experience.

# FOR A SUPERIOR CUSTOMER EXPERIENCE

Every help desk contact is your opportunity as a managed service provider (MSP) to impress clients with rapid, reliable problem resolution. Speed and efficiency minimize the business impact of issues for customers—and the burden on help desk operations. The challenge is to deliver that kind of experience while keeping costs down and processes streamlined

What's needed is a tool that provides ticketing and self-serve functionality, simplifying core tasks and keeping help desk operations lean and simple while enabling high-quality customer support. Ideally, this tool would also provide insight into customer trends and pain points, helping evolve services to better meet end-user needs.

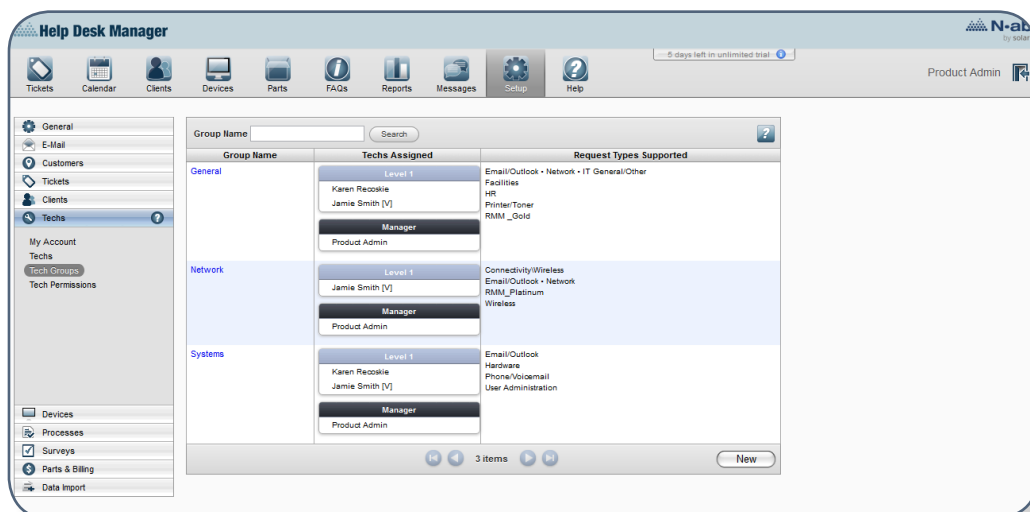
## N-able Help Desk Manager

Help Desk Manager is an MSP-optimized version of the award-winning, industry-recognized SolarWinds Web Help Desk® solution. Its intuitive interface simplifies ticketing support and management, removing complexity from IT processes and enhancing services with practical, flexible tools. Help Desk Manager allows MSPs to take advantage of highly customizable ticketing, change management, asset management and knowledge base functionality, and to cost-effectively meet service-level agreement (SLA) commitments.

Help Desk Manager can run as a standalone solution or be integrated seamlessly with N-able's service automation platform, N-central, allowing businesses to automate and share ticket creation from the N-central environment and sync customer and device information.

## BENEFITING FROM FLEXIBILITY: A MICRO CASE STUDY

A mid-sized MSP had been considering a PSA solution to provide better, more efficient help desk solutions to customers, but its IT department lacked the resources and budget to manage a large, complex PSA solution. The customer instead chose Help Desk Manager, integrated with N-central, and is currently serving 50 clients across various departments—from HR to IT—providing a superb customer experience that's helping build loyalty and strong relationships. The increased efficiency is saving the MSP both time and money, quickly providing a valuable return on investment.



# HOW HELP DESK MANAGER WORKS

Help Desk Manager's core features include:

***Incident and problem management*** - MSPs can streamline help desk ticket resolution throughout the entire lifecycle. Tickets can be created and updated by email, web portal or Quick Ticket Templates, prioritized with intelligent business logic and processed using custom workflow configurations.

***Real-time performance tracking*** - Intuitive dashboards let MSPs see how their help teams are doing with at-a-glance charting that provides an instant visual overview of almost any metric.

***Dynamic web forms*** - Custom web forms push critical end user information to technicians, helping support teams get the data they need quickly and easily.

***Email to ticket*** - Service requests can be submitted and updated by email to one or more dedicated email addresses, supporting IMAP, POP, and Exchange protocols. Each customer's unique email address can be polled, converting service requests into separate, searchable and trackable items.

***Business-based action rules*** - With Help Desk Manager, MSPs can set rules that automatically assign tickets to specific technicians at any stage, increasing efficiency and ensuring the right person is on the job.

***SLA alerts*** - Help Desk Manager keeps SLAs on track and in line by fully updating technicians and clients via configurable email alerts and SMS text messages.

***Performance reporting*** - Innovative graphical displays show how technicians are performing, highlight locations and customers needing extra assistance, display real-time billing data, and identify the frequent problem types.

***Time and materials tracking*** - Help Desk Manager easily tracks labour, time and deployed materials, instantly generating PDF quotes and invoices that can be quickly downloaded by clients directly from the web.

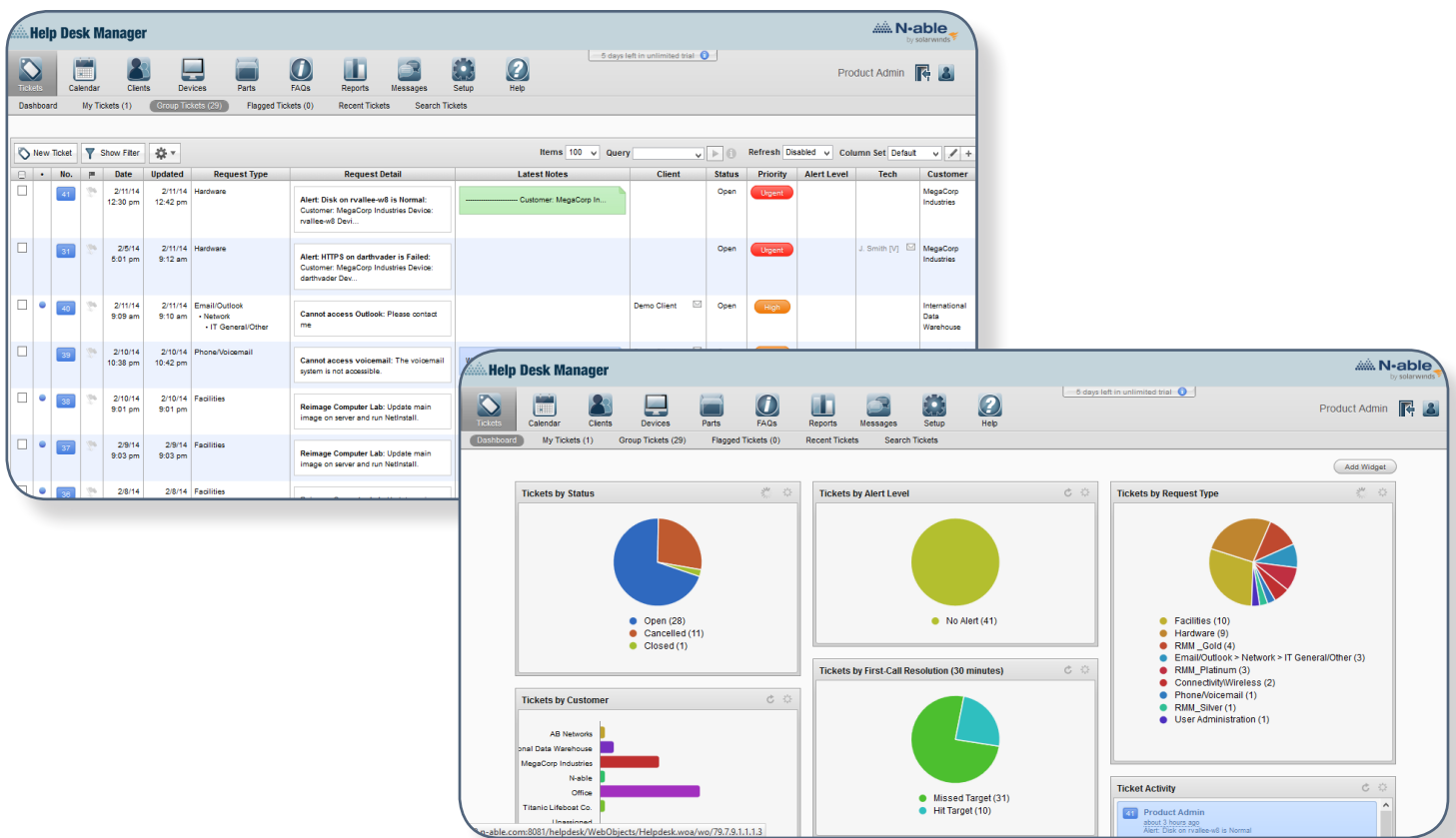
***Full integration with N-central*** - Help Desk Manager integrates seamlessly with N-able's N-central solution, making it fast and easy to convert technical issues directly into trouble tickets—including network device and performance issues, server availability and critical application performance issues.

## ORGANIZED AND OPTIMIZED: A MICRO CASE STUDY

One large MSP using Help Desk Manager maintains a help and support department with multiple groups of technicians, each with its own speciality. Dealing with hundreds of customers, efficiency is critical. Help Desk Manager's automatic routing and escalation features have increased the organization's efficiency and optimized its customer service, helping ensure the right tickets are routed to the right department for rapid resolution and better SLA compliance.

## A SIMPLER, MORE STREAMLINED HELP DESK

Easy to use for customers and technicians alike, N-able's Help Desk Manager simplifies and optimizes the help desk experience. It creates tickets quickly and simply, routes them to the right technicians, and ensures problems and issues are resolved efficiently—without the cost, burden and complexity of a full PSA solution. Help Desk Manager helps MSPs strengthen customer relationships and build brand loyalty by ensuring delivery of a superior customer experience.



For more information on N-able Technologies and our Managed Cloud solution for MSPs visit [www.n-able.com](http://www.n-able.com).

## ABOUT N-ABLE TECHNOLOGIES

N-able Technologies by SolarWinds is the global leading provider of complete IT management, Automation, and MSP business transformation solutions. N-able's award-winning N-central® is the industry's #1 RMM and MSP Service Automation Platform. N-able has a proven track record of helping MSPs standardize and automate the setup and delivery of IT services in order to achieve true scalability. N-central is backed by the most comprehensive business enablement support services available today and the industry's only Freemium licensing model. Thousands of MSPs use N-able solutions to deliver scalable, flexible, profitable managed services to over 100,000 SMBs worldwide. With offices in North America, the Netherlands and Australia, N-able is 100% channel-friendly and maintains strategic partnerships with Microsoft, Intel, IBM, CA, and Cisco among others.

## COPYRIGHT

Copyright © 2014 N-able Technologies.

All rights reserved. This document contains information intended for the exclusive use of N-able Technologies' personnel, partners and potential partners. The information herein is restricted in use and is strictly confidential and subject to change without notice. No part of this document may be altered, reproduced, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of N-able Technologies.

Copyright protection includes, but is not limited to, program code, program documentation, and material generated from the software product displayed on the screen, such as graphics, icons, screen displays, screen layouts, and buttons.

N-able Technologies, N-central and Monitor Manage Optimize are trademarks or registered trademarks of N-able Technologies International Inc., licensed for use by N-able Technologies, Inc. All other names and trademarks are the property of their respective holders.