



Altiris® 6 Helpdesk Solution™

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COMPLETE INCIDENT MANAGEMENT INTEGRATED WITH ALTIRIS SOLUTIONS

Altiris® Helpdesk Solution™ is a powerful incident management tool that allows you to ensure availability and raise service levels while reducing costs. Designed for quick implementation, it enables you to realize immediate benefits. Helpdesk Solution is built on the Altiris Notification Server™ architecture and is fully integrated with other Altiris components such as asset management, CMDB, remote control, and Web-based administration tools.

BENEFITS

- > Complete incident management and resolution capabilities right out of the box
- > Built-in workflow to automatically assign and escalate tickets to the proper Helpdesk technicians
- > Web reports ensure quality of service and efficient IT operations
- > Ensure service availability with integrated server and site monitoring
- > Easy to install, implement, and maintain
- > Asset management integration allows the cost of providing services to be accurately tracked and distributed

IMPROVE YOUR IT INFRASTRUCTURE

Together with Altiris' family of products, Helpdesk Solution provides a new level of IT Infrastructure Library (ITIL) capability that allows for incident management, configuration management, change management, availability management, and release management. Altiris provides an essential foundation of ITIL components that will help your organization move from reactive fire-fighting, to adopting a time-tested, proven approach to managing the complexity and demands of IT infrastructure.

DELIVER A HIGHER LEVEL OF SERVICE

Helpdesk Solution is an affordable and effective incident management system that allows you to deliver a higher level of service to your customers while reducing the cost of operations. The solution ensures that employee needs are met quickly and efficiently, and promotes a methodical and more accurate approach to solving incidents. Helpdesk Solution will empower your IT organization to be more proactive, preventing future incidents through visibility and analysis of past experience.

KNOWLEDGE BASE

The ability to learn from past experiences and capture them for future reference are the keys to quick incident resolution, greater infrastructure availability, and in turn, higher customer satisfaction. Helpdesk Solution's built-in knowledge base makes it easy for you build and maintain complete libraries of information that are fully indexed and searchable.

SELF-SERVICE MEANS BETTER CUSTOMER SERVICE

A Service Catalog is included and allows employee self-help, so employees can create incidents, service requests, and submit comments to the help desk when they are having problems. Employees can even

track the status of their open incidents at any time. With notification policies you can send e-mail messages to employees to inform them of work item status so that they're aware of progress to their requests or issues. This capability dramatically reduces the volume of calls to the help desk and allows specialists to spend more time solving problems and less time on the phone typing caller information and gathering initial information.

.NET FRAMEWORK FOR INCREASED PERFORMANCE AND SCALABILITY

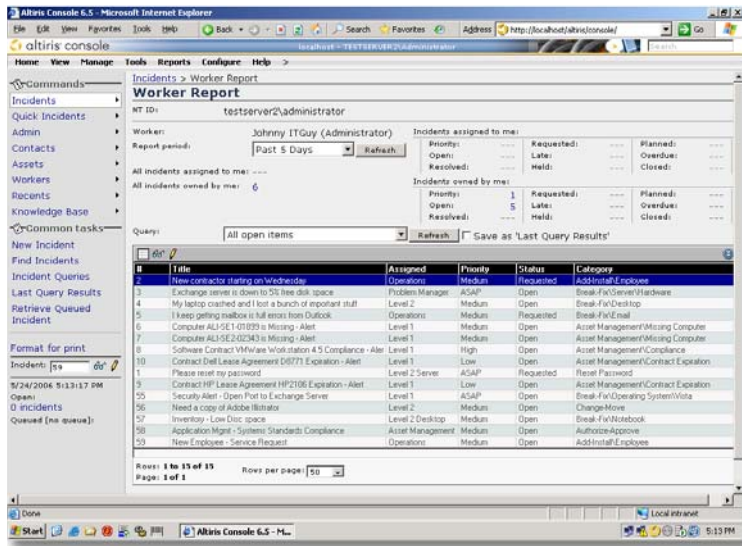
The Microsoft® .NET Framework was chosen as the foundation for Helpdesk Solution. .NET allows the solution to easily meet modern corporate manageability and security standards, while offering massive scalability and ubiquitous access to support global business needs. The solution is 100 percent Web-native and requires no client roll out for use. Helpdesk Solution provides single sign-on capability using the Microsoft Windows domain security already in place within organizations, so administration is simplified and accessibility is improved.

SHARED DATA MEANS GREATER EFFICIENCY

Helpdesk Solution integrates easily with other data sources, including Microsoft Active Directory and Altiris Inventory Solution®, so you can substantially reduce implementation costs and operational impact. Altiris' unique ability to leverage industry-leading systems management tools and problem resolution tools directly from a help desk incident means that you can resolve problems much more quickly. Tools such as remote control, asset management, CMDB, Web administration, and recovery are all immediately available to the specialist, in a consolidated console.

“What I most like about Helpdesk Solution is that we are able to track outstanding help requests from the Web. Using the notification option, the assigned person knows immediately when a new work item is added. With the installation of Helpdesk Solution, our help desk staff also recommitted to giving user support our number-one goal. Recording and tracking help desk calls in Helpdesk Solution has been key in helping us meet this goal.”

—CORY HOPPLE
Network Analyst
Abbott Laboratories

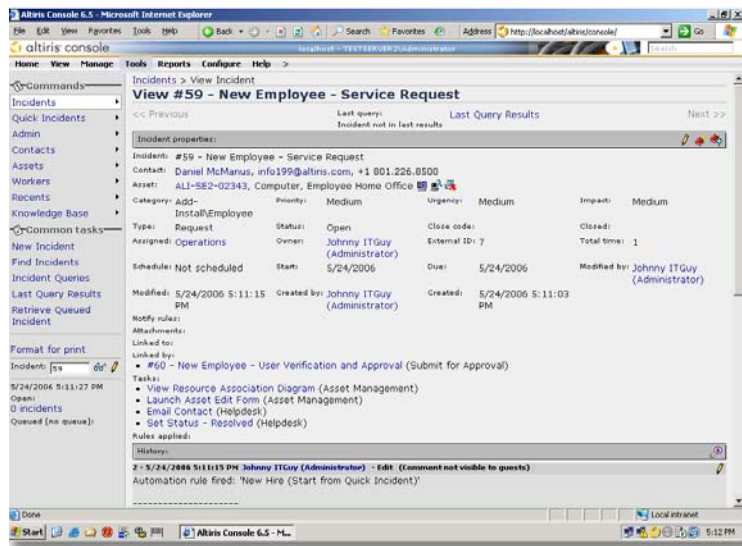


The Altiris Helpdesk Worker Report provides a dashboard of information, including incidents currently assigned to or owned by the logged-on worker and one-click access to queues and other Helpdesk Solution functionality.



“The .NET Framework provides advanced compilation, caching, and a distributed application model on top of the Windows platform. Altiris has built a powerful application on that infrastructure.”

—RICHARD BURTE
Product Manager
Developer Platform and
Evangelism Division
Microsoft Corp.



From the Helpdesk Solution console, auto-route work items to specific workers, view contact data, associate and view asset information, notify workers of new items and changes in work item status, and launch remote control sessions.

TRY HELPDESK SOLUTION FREE FOR 30 DAYS!

Download a free 30-day evaluation version of Helpdesk Solution at www.altiris.com/eval.

SYSTEM REQUIREMENTS

Helpdesk Solution requires that you install and configure the Altiris Notification Server.

Notification Server Minimum Requirements

- > Processor—Pentium® III 800 MHz or faster
- > Memory—1 GB RAM
- > Hard drive—20 GB
- > Operating system—Windows® Server 2003 or Windows 2000 Server
- > Database—Microsoft SQL Server 2000 SP3 or 2005
- > Browser—Microsoft Internet Explorer 6 or later

Altiris Agent Minimum Requirements

- > Operating system—Windows XP or later
- > Available disk space—5 MB disk space for Altiris agent, plus space to install required software
- > Memory—64 MB RAM
- > Browser—Microsoft Internet Explorer 6 or Internet Explorer 7