

Clients who use this Crow Canyon Software service:



City of Fargo, North Dakota



Francesca's Retail



Make A Wish Foundation



Rankin Jordan Pediatric Hospital

## IT SUPPORT SERVICES: CRITICAL BUSINESS FUNCTIONS

The IT Department is faced with the challenge of delivering a high level of service with limited resources and funds. Crow Canyon IT Help Desk automates the entire IT process, leveraging what you are already using: Microsoft SharePoint and email.

Through detailed tracking of requests and efficient queue management, tickets are resolved quickly and user satisfaction increases. Help Desk performance can be monitored and assessed for continuous service level improvements.

- Capture requests from employees and customers via SharePoint, Office 365, email, and the Web.
- Route the request tickets to the appropriate department for assignment and fulfillment.
- Built-in workflow & notifications for automating communication among all parties
- Alerting, escalation, service level agreements keep ticket moving to resolution
- Dashboards, management reporting, cost tracking, knowledge base and more...



## REMOVE MANUAL PROCESSES FOR IT REQUESTS

Trying to use email, phone or direct interaction as a request system results in a chaotic, time-consuming process. Questions such as below go unanswered:

- How many service requests did we receive?
- What is their turnaround time?
- What is the cost of fulfilling the request?
- How are tickets assigned and tracked?
- Who communicates completion to the original requester?

The ability to automate service request creation, tracking, and fulfillment is key to cost-savings and improved performance.



## POWERFUL FEATURES

- Installs and deploys quickly on your existing systems
- Tickets can be submitted through email, web, SharePoint or the phone
- Link and attach existing forms and documents to tickets
- Easily customizable to support your existing workflows
- Automatically routes to responsible group or individual



Crow Canyon Software's applications for SharePoint and Office 365

- drive productivity and efficiency at organizations around the world.
- make SharePoint and Office 365 into truly useful and practical tools that solve real business automation problems.

Crow Canyon's goal is to engage users, streamline operations, and power continuous improvement with its applications, which include:

- IT Help Desk
- Asset Management
- Facilities/Work Orders
- Equipment Tracking
- Customer Service
- Employee Services
- Onboarding/User Access
- Contract Management
- Purchasing

And more!

- Link tickets to Assets, Equipment, Projects, and outside databases
- Assign to one or many staff, split ticket into multiple tickets
- Track time, costs and projects related to requests
- Escalation and emergency notification via email & text messaging
- Knowledge bases to accelerate productivity, implement consistent policies
- Incorporate approval processes based on ticket type, requester, etc.
- Quickly identify overdue tickets, high priority status or any other filter with Ticket Alerts feature.
- Measure performance with full reporting and dashboard capabilities



## BENEFITS

- Improved level of service and communication to employees
- Increased efficiency and productivity across your organization
- Better communication and coordination of service department staff
- Visibility into response times and costs for IT service requests
- Flexible: easily customized to fit your processes
- Incredible ROI: Built on Microsoft SharePoint, Crow Canyon Help Desk is quick to deploy, easy to use, and low cost. ROI is a matter of weeks.
- High User Acceptance: Because it is built upon Microsoft SharePoint, the user interface is familiar and easy to access
- Automate Service Tracking: Track and automate requests for IT services. Requests can be made via SharePoint, the web, email or phone.
- Improve Service, Lower Costs, Higher Productivity: Chaotic emails drain productivity and increase employee frustration. Eliminate manual processes. Automate request processing across your organization.
- Track all types of services: IT Support Requests, New Equipment Requests, Password Resets, On-boarding, Server Moves, Upgrades and Patches, and many more....



## OPTIONAL CROW CANYON SOFTWARE MODULES

- IT Asset Management
- Change Management
- Service Level Agreements
- Customer Service



### LET'S TALK...

Give us a call or send an email.

We look forward to hearing from you!

