

Clients who use this Crow Canyon Software service:



Bruce Power



Covered California, Healthcare



The London Clinic



United Technologies

TRACK AND MANAGE ALL YOUR IT ASSETS IN A UNIFIED SYSTEM

- Built on SharePoint platform
- Real-time visibility of all types of IT equipment and software assets
- Unified asset information in a single view for planning and budgeting
- Configurable views, workspaces, dashboards and data
- Procurement and Purchasing module to track and manage asset requests
- Software License Management
- Integrates with SCCM, Lansweeper, and other network discovery tools for automatic, up-to-the-minute IT hardware and software inventory over your network
- Support and service from experts in IT operations, SharePoint platform, and Crow Canyon applications



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!

