

NITRO HELP DESK

IT Support Services to Keep Your Business Running Efficiently



MEET THE CHALLENGES OF DELIVERING SUPERIOR IT SUPPORT

NITRO Help Desk automates the entire IT process, driving effective service that helps your employees thrive.

- Capture requests from employees and customers via Office 365, Teams, SharePoint, 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.
- Option to integrate with Asset Management.

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.

Used by 5,000+ Organizations Worldwide!

"NITRO Help Desk integrated very well, the price was right for us, and once we implemented it, the ease-of-use was outstanding." - IT Director

NITRO Help Desk is available for Microsoft Office 365 & Teams.

Also available for SharePoint on-premises.



DIFFERENT EDITIONS TO MEET YOUR NEEDS

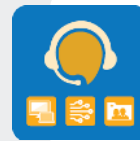


NITRO Help Desk Standard



NITRO Help Desk Professional

Includes Asset Management



NITRO Help Desk Bundle

Includes Project Manager



NITRO Help Desk Full Suite

Custom Package of Applications

FREE DEMO & EVALUATION! CONTACT US TODAY.

AUTOMATE IT SUPPORT

NITRO Help Desk gives you the answers you need for an efficient, modern IT Help Desk.

- How many service requests did we receive?
- What is the turnaround time?
- What is the cost of fulfilling the request?
- How are tickets assigned and tracked?
- Are we meeting our SLAs?

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

BENEFITS

Incredible ROI: Built on Microsoft 365, NITRO Help Desk is quick to deploy, easy to use, and low in cost. ROI is a matter of weeks.

High User Acceptance: NITRO Help Desk uses familiar interfaces with no additional log-ins. Requests can be made via Office 365, Teams, web, or email using desktop or mobile devices.

Quick Incident Resolution: Manage incidents efficiently with auto-assignment, escalations, SLAs, and tiered routing.

Improve Service, Lower Costs, Raise Productivity: Eliminate manual processes. Automate request processing across your organization.

Automate All Types of Services: IT Support Requests, New Equipment Requests, Password Resets, On-boarding, Server Moves, Upgrades and Patches, and many more...

Ask us about integration with our Asset Management application!

POWERFUL FEATURES

Install and deploy quickly on your existing systems

Submit tickets on-the-go through Teams and mobile

Set an advanced SLA policy and prioritize tickets

Link surveys to specific ticket IDs via email or Teams

Merge multiple tickets within the core Tickets list

Customize your space with new, modern UI options

Accelerate productivity with knowledge bases

Communicate with all parties to keep everyone updated



NITRO ENGAGE FOR MS TEAMS

NITRO Help Desk is fully integrated with Microsoft Teams.

- IT Support Bot for quick resolutions and user self-service.
- Teams Messaging and Channels
- Teams Business Process Workflows



CONTACT US TODAY!

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