

REQUEST MANAGER

The best comprehensive solution used by organizations around the world!



WHAT REQUESTS DO YOU WANT (AND NEED) TO TRACK?

Provide better service and faster responses for virtually any type of request using Crow Canyon's Request Manager. Eliminate time-consuming follow-up emails and phone calls. Instead, institute procedures and controls to meet compliance regulation and your needs.

Employees will spend more time doing their jobs, which increases customer satisfaction, and departments — IT, Facilities, HR, Payroll, Marketing, Finance, and others — are more productive.

- 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 service requests

Clients who use this application:



Green Growth
Knowledge Platform



Grupo Vigia



K&L Gates



MONAT Global

NITRO Applications are built for integration with Office 365, Teams & SharePoint. These applications...

...drive productivity and efficiency at organizations around the world.

...are practical tools that solve real business problems.

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



IT Help Desk



Asset Management



Purchase Requests

AUTOMATE YOUR SPECIFIC PROCESSES & TRACK REQUESTS

Many organizations have used Crow Canyon Request Manager to automate service request tracking for a variety of business processes. It is flexible and can support most service request processes without customization.

- **Healthcare** | Physician support, patient services, hospital facilities, equipment
- **Education** | University student services, campus facilities, security requests
- **Government** | Citizen requests, public works, park services, FOI requests

BENEFITS

Incredible ROI: Built on Microsoft SharePoint, Crow Canyon Software 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, web, or phone.

Improve Service, Lower Costs, Raise 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...

POWERFUL FEATURES

Submit requests through email, web, SharePoint, MS 365

Customize forms, lists, views, and dashboards

Assign, track, and manage tickets

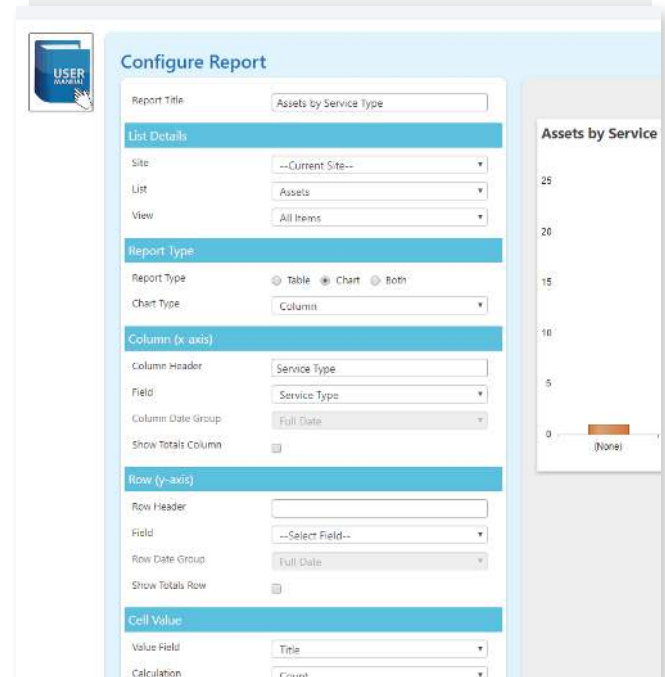
View activity and performance across all departments

Receive automatic notifications for escalated alerts

Integrate with databases or financial systems

Measure SLA's, escalations, and alerts in real-time

Create surveys to gain understanding of your partners



CONTACT US TODAY!

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