



UPGRADE YOUR BUSINESS SUPPORT OPERATION WITH AN ENTERPRISE- GRADE ENGINE

NTR Cloud for Help Desk reduces overall support costs, boosts productivity and enhances customer experience by accelerating problem resolution.

NTR Cloud for Help Desk delivers you big-business functionality at small-business prices. You get maximum flexibility to work from absolutely anywhere, offering customers fast, effective problem resolution with nothing to install. Just sign in from any Internet-enabled device and pull up remote desktops to view, control and resolve on first contact.

This solution lowers support costs by boosting productivity, eliminating maintenance costs and reducing travel-related expenses. Your end-to-end support pipeline is easily managed and measured with advanced inventory, built-in ticketing and reporting modules. Customizable graphic reports demonstrate your daily performance to improve productivity and cost management.

Built on a modular cloud platform, NTR Cloud for Help Desk integrates seamlessly with existing systems. Its functionality can be plugged into your existing business apps so you benefit from dynamic SaaS delivery while leveraging previous investments. NTR Cloud for Help Desk scales up to fit your business needs with no hidden infrastructure costs.

Key Benefits

- » **Boost Productivity:** Streamline your support pipeline and accelerate problem resolution
- » **Optimize Support Costs:** Reduce travel and cut maintenance costs
- » **Speed Connectivity:** Benefit from a global network of socket servers
- » **Improve Workflows:** Drive support from a central ticketing module
- » **Increase End-User Satisfaction:** Resolve incidents on first contact
- » **Manage with Flexibility:** Take control from any computer, anywhere in the world
- » **Demonstrate Performance:** Report on all application activity, from login to logout
- » **Safeguard Connections:** Remote sessions governed by industry-standard security

Session Name	Customer E-mail	Session Code	Session Start
Printer Problem	Jrobinson@company.com	8876654	31/10/09 - 20
Follow up - session 2	byoung@company.com	4531246	22/12/09 - 09
Questions about Hard Disk	sevans@company.com	7631074	in 9:56
Scanner not working	hgonszalez@company.com	7631074	01/08/09 - 09
Printer Problem	swilliams@company.com	4531246	31/10/09 - 20
Follow up - session 2	elopez@company.com	7631074	22/12/09 - 09
Questions about Hard Disk	tmcdonalds@company.com	8876654	in 9:56

Features

Gain Access From Any Computer, Anywhere

- » Secure remote control of Windows, Mac and Linux, with or without an end user
- » Fastest connectivity delivered from a globally distributed socket server network
- » No need to open special ports, change network or firewall configuration, or modify NAT tables

Troubleshoot and Resolve Remotely

- » Connect on demand and schedule remote desktop sessions
- » Reboot remote computers and reconnect seamlessly
- » Drag and drop files between remote computers or print remote documents locally

Track From Central Ticketing

- » Easily manage and track incidents from centralized ticketing
- » One-click to remote control from within tickets
- » Sort tickets by type, level of criticality, status and contact channel
- » Manage customer information and automatically log all work done for clients

User Administration

- » Ensure security and confidentiality by easily managing permissions
- » Define user profiles and role hierarchies to fit your business needs

Optimize Your Workflow

- » Work faster with an easy-to-use graphical interface
- » Use advanced filters to quickly drill down to find devices that meet specific criteria
- » Customize views to facilitate data comprehension
- » Speed through problem resolution with contextual menus, shortcuts and drag-and-drop functionality

Manage Your Computers

- » Organize machines into folders by location, company and other criteria
- » Inventory to view software installed, services running, network information and more for Windows, Mac and Linux
- » Apply multi-criteria filters to pinpoint specific machines

Comprehensive Reporting

- » Automatically track activity – connections, logins, remote control sessions
- » View ticketing activity overview or filter by type, status or priority
- » Customize reports by grouping or refining data
- » Export graphics-embedded reports to PDF, Word, Excel, XML or CSV

Hundreds of Integrations

- » Build help desk features right into your apps
- » Seamlessly integrate with your CRM, ticketing, ERP and other business apps
- » RESTful API developer platform
- » SOAP over HTTP for easy communication across proxies and firewalls

Security

- ISO 27001 Certified (NTRglobal Facility and all Data Centers)
- TRUSTe Certified
- Qualys® SECURE Seal
- Safe Harbor-Certified Data Centers
- Data Privacy and Integrity
 - 256-bit AES encryption
 - At-rest customer data encryption
 - TLS/SSL protocol
- Authentication and Authorization
- Attack and Malware Detection
- OWASP Testing Standards



Languages

English, French, German, Italian, Spanish

System Requirements

NTR Cloud for Help Desk offers secure remote customer support across Windows, Mac and Linux.

To view the most current system requirements, please visit: www.ntrglobal.com/help-desk/techspecs

About NTRglobal

- Global Headquarters in Barcelona, Paris, Heidelberg and Dallas
- SaaS IT Management and Remote Support Providers Since 2000
- Flexible, Modular Solutions
- Ease of Implementation
- Multiple OS Support for Windows, Mac, Linux and Mobile Devices
- Complex Processes Simplified
- Globally Distributed Data Centers
- API Architecture
- Integration with Hundreds of Apps
- Designed for Growing Businesses
- Enterprise-Grade Security