Simple Effective Flexible

Ticket management with Artologik HelpDesk

- Web based
- User friendly
- Feature rich
- Customizable

SOFTWARE FOR THE WEB

Artologik®

The art of effective organizing

In an increasingly complex world, orderliness is essential in every organisation. Artologik Help-Desk is the tool that ensures the correct course of action for your support and ticketing processes and lets you keep track of all your support activities.

Easy to understand and use
Working in our web based program is easy, well-arranged and intuitive. Practical explanations and tips via help texts and videos are available for all functions.

Customers find their own solutions
Customers can search for a solution themselves in the FAQ-area and support personnel has the possibility to search the whole knowledge base for a solution.

Swift ticket handling
Tickets can be registered by your customers online or be sent to the program via email. Support personnel can also register tickets for customers and thereby save time with functions like “Standard questions”, “Quick-case” and “Standard answers”.

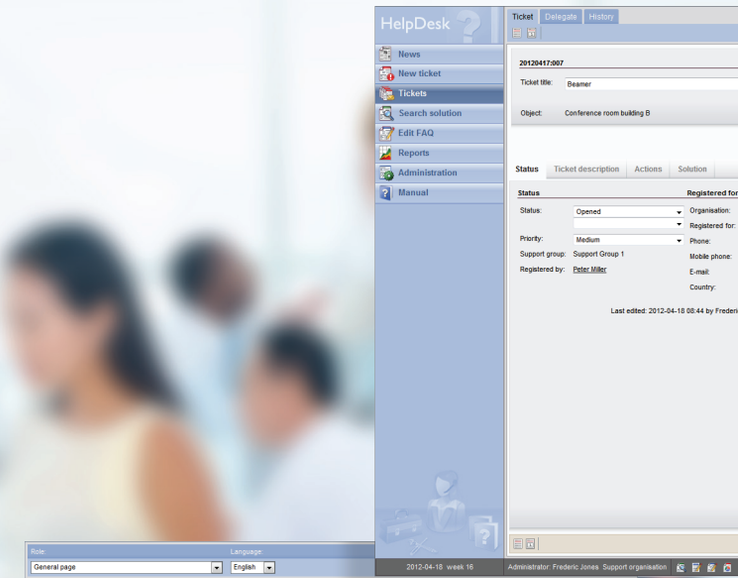
Customizable ticket forms
With questions and standard answers you can create customized ticket forms for every ticket type. You can publish your own ticket forms on your website and the information entered there will automatically be available in HelpDesk - thanks to the HelpDesk web service.

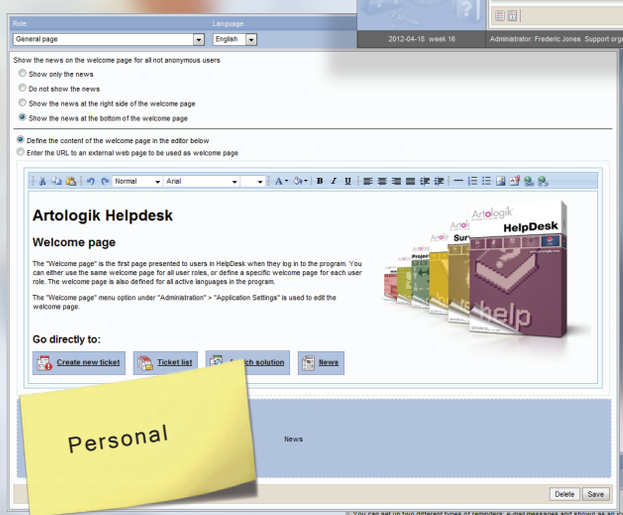
Everything at a glance
HelpDesk gives you a quick and practical overview of all your tickets and saves the information centrally in one place.

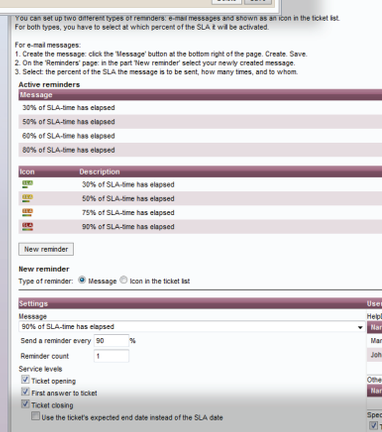
Email communication
Whether you are communicating with customers or colleagues from support personnel, a lot of communication is done by email. You can send and receive emails directly in HelpDesk and the whole communication will be saved in the ticket information. HelpDesk can convert emails into support tickets and send automated email responses.

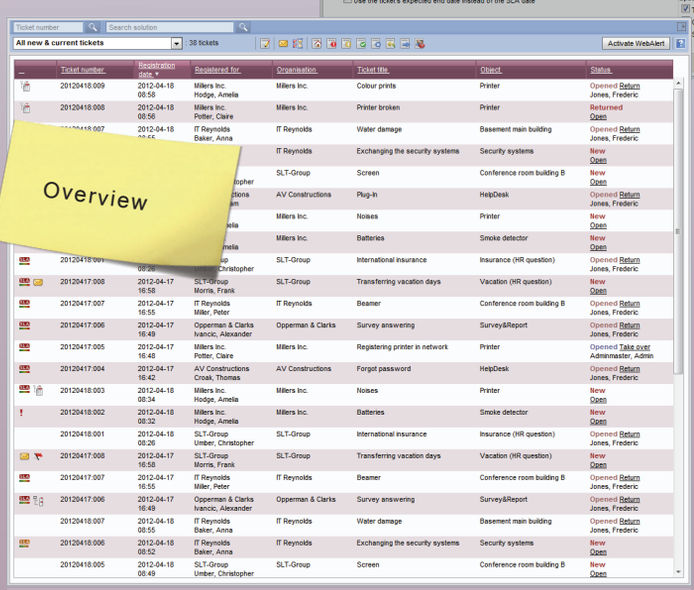
Analytics
You can create different types of reports and adapt the content to your specific requirements. Use the reports to prevent recurring support issues, optimize products and use your support resources in the most efficient way.

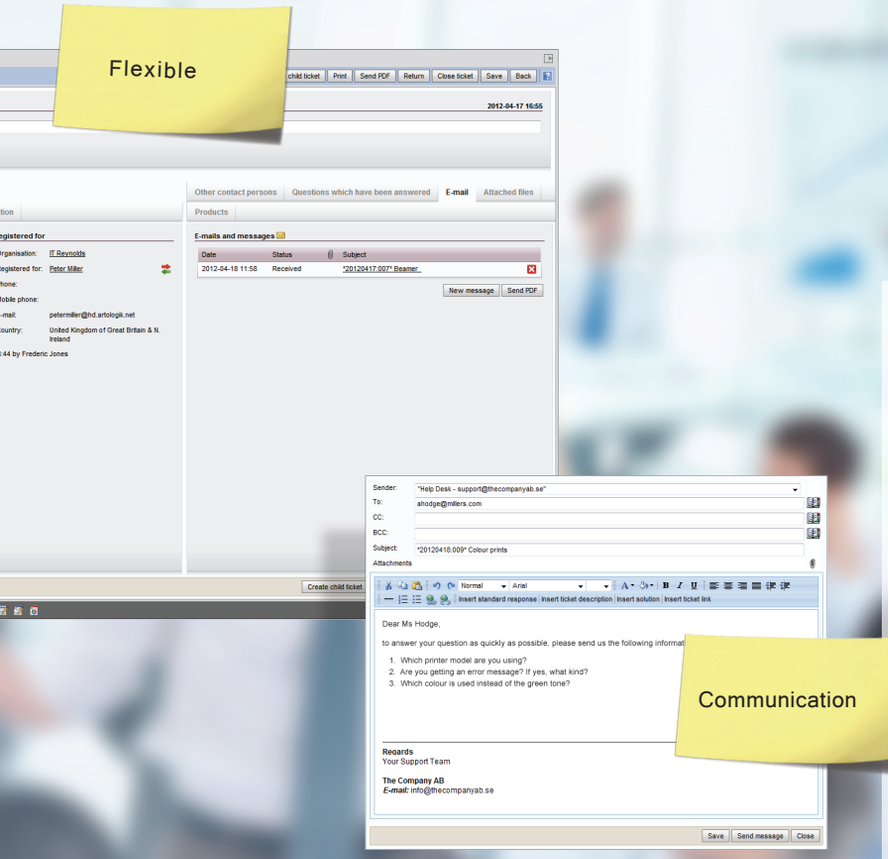
Adjustable in every situation
Whether in IT-, product-, HR-support or other operational areas; Help-Desk is highly customizable and supports many ITIL-processes.

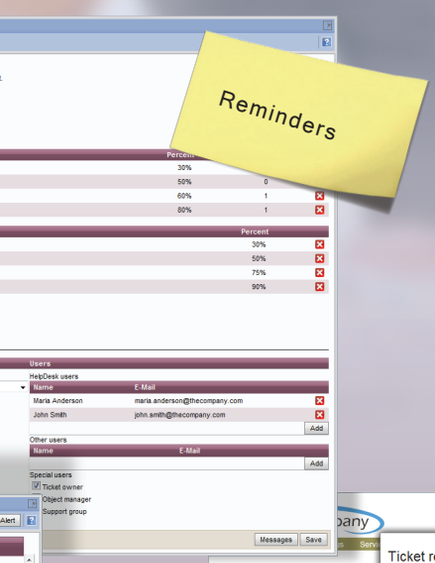


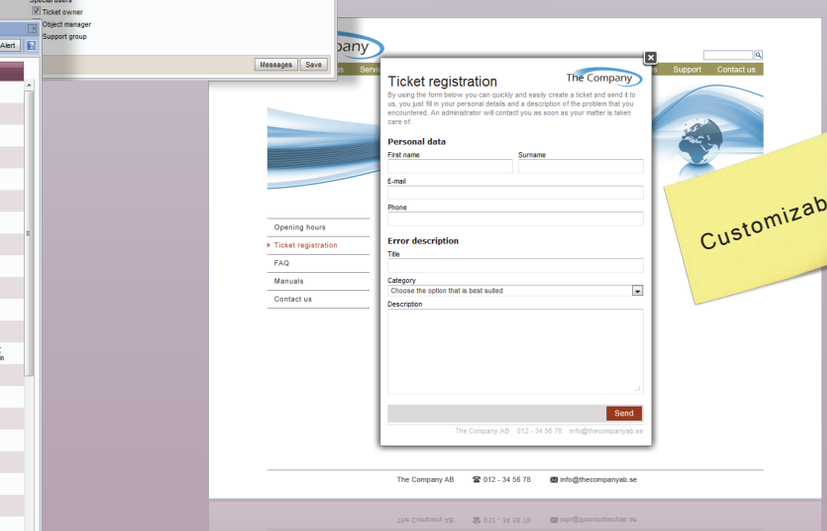












Customize HelpDesk to meet your needs

With the help of plug-ins you can adapt HelpDesk to fit the individual demands of your organisation.

HD-Advanced, enhanced ticket handling
Companies with a complex support structure can streamline their work flow – with HD Advanced! Ticket operators can be connected to support groups with different areas of responsibility and with the possibility to delegate tickets to other support groups. The plug-in also enables you to keep track of your Service Level Agreements, use a complex object structure, add ticket classifications, connect tickets with the same cause and much more.

HD-Track, product index
Manage your products in a clearly arranged way. With HD-Track you can add a product register and connect products and serial numbers to customers, objects and tickets. This way you have an overview of your product history for every support customer and you can optimize the product administration. Your product index can be imported easily and quickly in an XML-format.

HD-TIME, time registration for the support
Time registration and support management in one program! HD-TIME connects HelpDesk with our time registration software TIME. That way you can register tickets and charge your customers to-the-minute. You can easily see the time registered per ticket and action in the ticket form and in the reports.

HD-LDAP, link to a directory service
HD-LDAP simplifies the administration, editing and validation of support personnel and customers. By connecting HelpDesk to your address index (e.g. Active Directory) and a user environment with a “Single-Sign-On” authentication you minimize operating effort for both administrators and regular users.

General Information

Technical Requirements

When renting the program all you need is a web browser. When buying a license the program needs to be installed on a Windows Webserver.

Web Browser Requirements

To register a ticket:
- Internet Explorer version 7.0 or later
- Mozilla Firefox version 3.5 or later
- Google Chrome version 6.0 or later

For working with the program:
- Internet Explorer version 8.0 or later
- Mozilla Firefox version 3.5 or later

For more information about browsers, go to: www.artologik.com.

Rent HelpDesk

The easiest way to use HelpDesk is to rent our product. We guarantee an uptime of 99.9%. When you order a rental license, the program is delivered on the day of order. The rent includes all costs (licensing, hosting, technical support and version upgrade). The minimum rental period is six (6) months and notice period is three (3) months.

Purchase License for own installation

Artologik products are also offered as licences to install on your own server. We recommend the following standards:
Server: Windows 2003/2008/2008 R2
Web server program: IIS
Disc space: 4 GB
Databases: MS SQL Server or MS SQL Express

License Sizes

The size that best suits you depends on your organization and its complexity. Contact us if you are not sure which license you should choose, we can then, together, come up with the size that fits your needs best.

Available License Sizes:

Light: Max. 2 operators/administrators.
Standard: Max. 5 operators/administrators.
Enterprise: Max. 10 operators/administrators.

Extra pack: Extra operators/administrators in packs of 5 can be bought as required. Extra pack is only available for the Enterprise license.

Prices

Rental License HelpDesk

The set-up fee is 180 €. A rental license includes both free technical support and updates (monthly fee):

Light:	80 €/month
Standard:	160 €/month
Enterprise:	270 €/month
Extra pack (5 oper./admin):	40 €/month/pack

Purchase License HelpDesk

Light:	900 €
Standard:	2 250 €
Enterprise:	4 500 €
Extra pack (5 oper./admin):	900 €/pack

Plug-ins

HD-Advanced

Size	Rental	Purchase
Light:	30 €/month	500 €
Standard:	60 €/month	1 000 €
Enterprise:	120 €/month	2 000 €

HD-Track

Size	Rental	Purchase
Light:	30 €/month	500 €
Standard:	60 €/month	1 000 €
Enterprise:	120 €/month	2 000 €

HD-TIME

Size	Rental	Purchase
Light:	30 €/month	500 €
Standard:	60 €/month	1 000 €
Enterprise:	120 €/month	2 000 €

HD-LDAP

Size	Rental	Purchase
Light:	25 €/month	350 €
Standard:	45 €/month	750 €
Enterprise:	90 €/month	1 500 €

All prices are excluding VAT. We reserve the right to change prices. You will find the latest prices on our website www.artologik.com.

Support and Warranty

HelpDesk is easy to use but there may still arise some questions. If you encounter technical problems related to the program itself, you can search for answers in the FAQ of our own HelpDesk at: http://helpdesk.artologik.net.

When you buy an Artologik program you always get a one year warranty (starting from the invoice date) for all the promised functions. You can also purchase a complete service agreement that runs on an annual basis. There are service agreements for both the program and the plug-ins. For complete price information, please visit: http://www.artologik.com

A Service Agreement Includes:
- Permanent access to the latest version of the software
- Free technical support over the phone
- Free technical support via e-mail
- Free technical support from our helpdesk within one working day
- A program functionality guarantee
- An upgrade guarantee – only pay the price difference when changing to a larger license

Prices for Service Agreements – Annual Basis

With a Rental License

A service agreement is included in the rental fee.

With a Purchase License

Light:	150 €/year
Standard:	450 €/year
Enterprise:	900 €/year
Extra pack (5 oper./admin):	150 €/year

Training

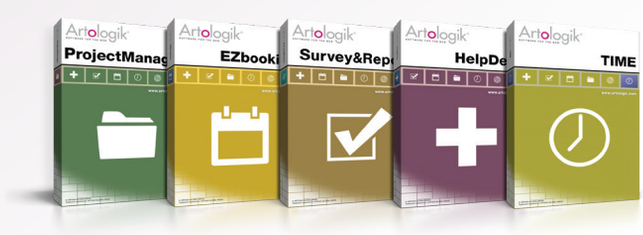
To get a quick and easy start with the program, we offer you training. Choose between hourly, half-day and full-day, in which practical exercises are included. With modern technology, we also hold courses at a distance.

More Information

You can read more about this and other programs on our website www.artologik.com. There you can also order a personal trial site! You are of course always welcome to call, fax or e-mail us at Artisan Global Media at any time.

Simple is smart

Administrative software directly in your web browser



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