

HelpLINE

The Packages

HelpLINE Packages	HelpLINE Standard	HelpLINE Advanced
Target audiences	Aimed at small and mid sized growing businesses with a relatively small number of support staff who need an affordable but well specified solution.	A fully comprehensive suite of functionality for established organisations that wish to enable fuller ITIL based solutions, configuration management and other features of the Advanced Edition.
Size of organisation	Small and medium sized organisations with 2 - 10 customer support staff supporting up to 10,000 customers.	Medium to larger organisations, typically those with 10 - 100 customer support staff servicing up to 100,000 customers.
ITIL supported functionality	<ul style="list-style-type: none"> ▪ Service Desk ▪ Incident Management ▪ Problem Management 	<ul style="list-style-type: none"> ▪ Service Desk ▪ Incident Management ▪ Problem Management ▪ Configuration Management ▪ Service Level Management ▪ Change Management ▪ Release Management
HelpLINE product functionality	<ul style="list-style-type: none"> ▪ Web based interfaces for support desk and self service ▪ Management facilities ▪ Standard Crystal reports ▪ Customisation facilities for: <ul style="list-style-type: none"> ○ Web data entry screens ○ Notifications (email, etc.) ○ Automated Crystal reports ○ Custom Crystal reports ○ Templates for emailing, printing, etc. ▪ Automation facilities via ActivityScheduler Run Time Edition 	<ul style="list-style-type: none"> ▪ Web based interfaces for support desk and self service ▪ Management facilities ▪ Standard Crystal reports ▪ Customisation facilities for: <ul style="list-style-type: none"> ○ Web data entry screens ○ Notifications (email, etc.) ○ Automated Crystal reports ○ Custom Crystal reports ○ Templates for emailing, printing, etc. ▪ Automation facilities via ActivityScheduler Run Time Edition
HelpLINE Advanced product functionality		<ul style="list-style-type: none"> ▪ Asset & Configuration Management ▪ Multiple service desk databases ▪ Additional email integration <ul style="list-style-type: none"> ○ Enter new incidents by email ○ Enter standard “service requests” from website forms ○ Update incidents, profiles and configuration details by email ▪ Application integration facilities <ul style="list-style-type: none"> ○ Enter and update incidents, user details and configuration items from external applications or spreadsheets ○ Integration with Active Directory ○ Automatic logon via LDAP authentication available for all users ▪ Automated customisable workflow <ul style="list-style-type: none"> ○ Automated problem, change, release management workflow

		<ul style="list-style-type: none"> ▪ Escalation and SLA management <ul style="list-style-type: none"> ○ Stop-the-clock ○ Target-date escalation ○ Automated regular reminders ▪ Automated customer surveys ▪ Customised dashboard report ▪ Automatic logon via LDAP authentication available for all users
Optional modules	<ul style="list-style-type: none"> ▪ Change Management - For ITIL functionality ▪ Release Management - For ITIL functionality ▪ Asset and Configuration Management ▪ Additional email integration ▪ Application integration facilities ▪ Automated customisable workflow ▪ Escalation and Service Level Management ▪ ActivitySCHEDULER (Full Edition) ▪ Automated customer surveys ▪ Customised dashboard report 	<ul style="list-style-type: none"> ▪ ActivitySCHEDULER (Full Edition) to manage scheduled complex interdependent activities that can be run unattended.
Hosted Service options	Available as a hosted service solution.	Available as a hosted service solution.