SysAid

ALL-IN-ONE IT SERVICE MANAGEMENT SOLUTION

Simple, scalable, and feature-rich, SysAid helps you quickly and securely resolve your IT issues. You can even take SysAid with you on the go, because we provide free mobile apps for all your devices.

- Automate your service desk
- Control your hardware /software management
- Implement effective systems monitoring
- Provide self-service capabilities for end users

Specially built to streamline your help desk and asset management processes, SysAid gives you all the tools you need in one comprehensive solution to meet any IT challenge.

CORE MODULES

Help Desk - Automate the handling of service requests to work faster and more efficiently.

Asset Management - Track your inventory, optimize your resources, and invest your time and money more wisely.

Remote Control - Securely resolve user problems from anywhere, with absolutely zero configurations necessary.

Knowledge Base - Find solutions in a database of common service requests and their resolutions; dependable time-saver for both you and your end users!

My Desktop - Connect to your desktop remotely, from any device with an Internet connection, including all your mobile devices.

Mobile Application - Manage your help desk and assets, on the go, from your iPhone, BlackBerry, Android, or Windows Phone 7.

Reports & Analysis - Pull detailed reports about your assets, help desk workload, satisfaction levels, and service quality to analyze your inventory and performance.

IT Benchmark - Gain a global perspective on your IT department's performance with your IT data automatically being converted to comparative stats and ratios.

Online Chat - Communicate with your end users through a live chat tool that's fully integrated with your help desk and asset management tools.

Calendar & Scheduling - Stay on top of your IT assignments and deadlines in one place, with a fully-integrated calendar and scheduling tool.

End-User Portal - Provide your end users with 100% support availability with an intuitive web portal for submitting service requests, tracking history, finding self-serve solutions, and more.

ADVANCED MODULES

⭐ ENTERPRISE EDITION MODULE

Manager Dashboard - View real-time, customizable graphs/charts on your IT department's activities and run reports, on the fly or scheduled, to monitor your performance.

Password Services - Allow end users to securely reset their passwords and unlock their accounts without intervention from the IT staff, dramatically reducing the number of service requests submitted by your end users.

Tasks & Projects - Manage your projects and corresponding tasks, and view their progress in intuitive Gantt charts, to ensure you reach your goals on time.

Monitoring - Monitor the vital parameters of your network, system services/processes, SNMP traps, and more; get instant notifications when an action is needed.

ITIL CMDB - Build a database of all components in your IT environment; easily track the relationships between them to predict the business impact of any change you make.

⭐ **ITIL Change Management** - Plan all change requests, asset risks, predict the impact of changes, and ensure a chain-of-approval process for all changes.

⭐ **ITIL Problem Management** - Identify, analyze, and track root problems to prevent future recurrence of incidents.

⭐ **SLA Management** - Create SLAs regarding the speed and quality of service your IT team is expected to provide and get an immediate visual snapshot of how you're meeting your SLAs in a graphical dashboard view.

⭐ **API & Advanced Customization** - Customize SysAid to meet virtually any need or requirement, integrate with third-party apps, write custom scripts, add your own validation rules, and more.

⭐ **Multi-Company Support** - Provide effective and organized support to multiple companies, business units, clients, and locations.

The Ultimate IT Management Experience in a Mobile World