

Simply Dynamics Ltd

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Highlights

- > Log and track support incidents.
- > Manage SLA's and compliance.
- > Manage change requests.
- > Retain complete service history.
- > Bill for support incidents & contracts.
- > Serial and Lot tracking for installed items.
- > Warranty & Claims Management.
- > Support ITIL alignment.
- > Plan, Do, Check, Act.

Technical

Versions:

4.00+

Countries:

WW, GB, IE, US, CA

Other countries available on request

Databases:

Native, SQL 2000, SQL 2005 & SQL 2008

Languages:

English

Requirements:

Dynamics Nav BE licence. (or Navision Professional)

SKU: SD-VT-P142

Version 2.2.0



SD Help Desk

for Microsoft Dynamics™ Nav



Comprehensive Best Practice Incident Management

What is SD Helpdesk

SD Help Desk built in Microsoft Dynamics NAV is a comprehensive service management toolset.

Including:

Help Desk System

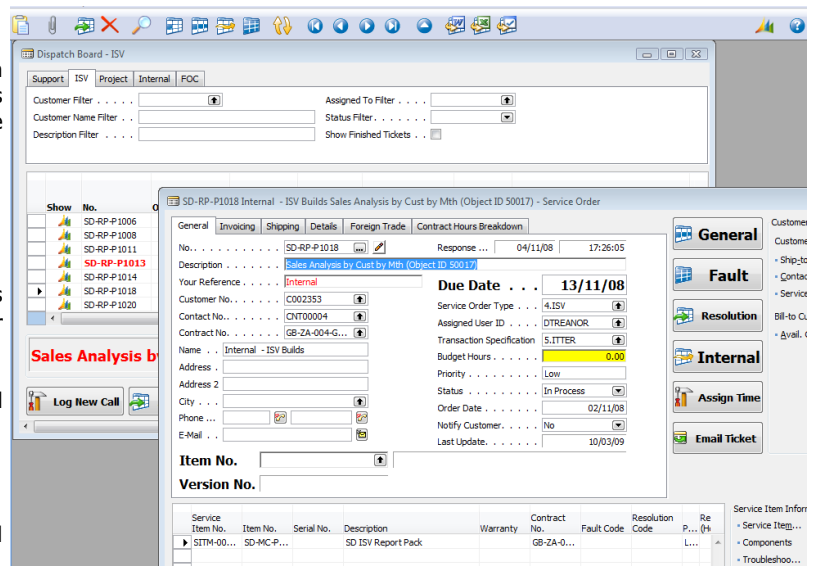
- Keep details of users and requests or problems.
- Log actions taken and escalate calls.
- Integrate with Outlook.
- Manage SLA's and compliance.

Event Management

- **Incidents**—Log changes for future reference and build a knowledge base.
- **Problems**—Identify recurring issues and take corrective actions.
- **Changes**—Process change requests via a managed approval & release workflow.
- **Configuration**—Plan and execute retiring configurations.
- **Releases**—manage updates and releases

Communicate

- Offer SMS text updates at key point in the support cycle.
- Generate automatic time or event based email notifications.



Service level Agreements

- Complete Service History.
- Monitor Agreements and set default response time levels.
- Bill service/support contracts from a range of flexible options.
- Time based overview of contract performance and profitability.

The above can be used with all the other standard Dynamics NAV features:

- General Ledger.
- Sales Ledger.
- Purchase Ledger.
- Inventory Control.
- MS Office & MS Outlook Integration.

How to Buy

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