

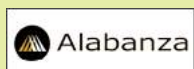


e11 Help Desk

Your Workflow | Your Software | Your Results



250,000 Users
15 Countries
No Perpetual Fees



Key Features:

- > Full Email based Support
- > Asset Management
- > SLA Management
- > Workflow Rule Engine
- > Knowledge Base
- > Public Self-Help / FAQ
- > Escalation Management
- > Ticket Thread Management
- > Multilingual
- > LDAP compliant
- > SQL/Oracle Compliant
- > Supports Multiple OS
- > Contract Management

Product Overview

e11 helpdesk is a complete support solution; empowering you to give quick and effective resolution every time. Our policy for development is simple: **The software must meet our client's workflow.** Unfortunately, many of our competitors try to apply the opposite concept which results in a **60% failure rate in CRM implementations** across the industry.

We provide an off the shelf as well as a customized solution to suit your unique needs, whether you are in Software Development, Internet Services, Education or Manufacturing, e11 can be the next step in your commitment to 100% customer care.

Customizable workflow

You have 10,000 employees' computers, telephones and software packages to maintain, or maybe you have 10 and expect to have 1,000 next year. Whatever the scenario e11 adapts through **Dynamic Data Types**, a **scalable architecture**, an **advanced permissions system** and easy-to-configure **escalation** rules that will accommodate any setup-up you require

Unsure? The Helpdesk or CRM domain seems out of your grasp? We provide **consulting services** on our software for extremely low budgets up through on-site enterprise level implementations.

If by any chance our software doesn't do exactly what you were looking for, **we'll customize it, and support it!**

Robust Reporting

Service is not just a necessary function of a business. It is a business unto itself. Track the productivity of your representatives, their adherence to Service Level Agreements, and which products and services you provide are too close to your bottom line.

Not only that; **export to PDF, XLS or HTML**, produce **graphs and charts** that wow, and tables that inform. Our product ships with pre-made reports and allows you to generate reports to match your needs.

Full Asset and SLA management

e11 Help Desk allows you to categorize and inventory your products and services you supply to customers (for CRM) or your company assets (for IT Helpdesk). From there, you can assign **Service Level Agreements** to those assets to ensure that the support those products, services or assets receive is in line with your commitments.

So not only can you **provide superior service**, you can watch your bottom line, **calculate your ROI** and protect yourself legally in your support contracts. Isn't piece of mind what

you were after in the first place?

" I switched from Remedy to e11 and the only I lost was the cost, I didn't even lose a day's Work. "



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Ideal Solution for:

Customer Support
Email Management
Inbound Call Center
IT Help Desk
Self Service Portal
Campus Help Desk
MIS Help Desk

Total Cost of Ownership

Easy to Deploy
(As low as 5 days)
One Year free upgrades and support
Very low Hardware costs
Perpetual License
Reduction in incoming Tickets
Traffic
Reduction in Man Power
No software licensing costs.

Technical Req.

Web Server:

Windows/ Linux/ Solaris

Database:

MySQL/ MS SQL/ Oracle/
PostgreSQL

Front End

PHP 4.3.2 or above

Hardware

P IV 1.7 GHZ or above with
minimum 256 MB RAM & 300
MB of available hard disk space.

More Details at:

<http://e11helpdesk.com/sys.html>

Beyond Support : Enterprise Benefits for using e11

Knowledge Management

e11 is not just a support solution, it contains a fully searchable, secure, and intelligent Knowledge Management and Document Repository. What does this mean?

- >Let customer's answer their own queries by searching previously answered tickets.
- >Offer auto-answers based on a complex search algorithm.
- >Reduce rep training by auto-searching the knowledge-base for organizational memory.
- >Include attachments, and edit with a built in WYSWYG editor.
- >Keep sensitive data secure with permissions rights.
- >Order the Knowledge base as a standalone product too!

Return on your Investment

Reduce Hidden Costs: How many times have you told Joe that to reset his password he's got to go to Settings -> control panel, etc. etc... Between our Knowledge Base, Public Self-Help, Escalation Rules, Skill Based Routing and intuitive working environment, most customers cut into their hidden costs by as much as 40% in the first year alone.

Unlimited rep plans available: Why should your CRM / Help Desk provider be restricting your growth? We offer an unlimited rep package and an unreasonably low rate that slashes the competition. Ask for more details.

30 day money back guarantee: Still not convinced, try it. We dare you. 100% money back guarantee, no catch.

Un-matched Support

You will receive support from programmers and Q/A specialists, and you will receive it with guaranteed **24 hour turnaround time**, emergency phone numbers and a web / email interface (e11, of course).

On top of that, we offer support for **one year free!**

Become a member of the team

Win-Win Development Program: Do you have a great idea you want in your e11 Help Desk? If we think it's a great idea too, we'll pay you for it! That's right. We'll offer you the customization services at a discount or for free.

Customer Feedback Surveys: We have a "no shelfware" policy at e11. This means we don't want our product sitting on the shelf or not being used to the fullest. When you go with us, we stay with you, constant communication is common between our product enhancement team and our customers. We're not selling a product, we're selling a relationship that will benefit us both for the future.

Referral / Vendor Plans: We're so sure you'll love our software, we want you to share the experience with your friends and colleagues. We pay handsome commissions to referring