

# Executive Summary

## e11 Help Desk

### Abstract:

e11 Help Desk is a complete helpdesk for intelligent customer communication and internal helpdesk support. Our product is used by over 300,000 people daily. We have worked on installations ranging from one rep to 500 and from ten customers to 60,000. Scalable. Smart. Lightweight and Heavy Hitting.

**The foundation of e11 Help Desk's development is three fold:**

1. *To deliver a solution to meet an organization's workflow, not force the workflow to adapt to the technology.*
2. *To provide value through processes that reduce menial labor and increase time for strategic planning.*
3. *To provide support for support through an active relationship with our customers, growing according to their need and providing comprehensive **Customization Services at or below cost.***

### Our Company:

Value One is a global consulting, technology, training and outsourcing company. Committed to delivering innovation, Value One collaborates with its clients to help them become high-performance organizations. With deep industry and business process expertise, broad global resources and a proven track record, Value One can mobilize the right people, skills, and technologies to help clients improve their performance.

With more than 250,000 users of products and services, Value One work extensively with Clients in many major industries and services. Value One emphasizes on acquiring an in-depth knowledge of the customer's context and needs, and designs solutions fine-tuned to these needs. Value One's ideas and products have resulted in technology-intensive transformations that have met the most stringent international quality standards. Simultaneously, Value One teams proactively work on turning new ideas into products that answer global market needs.

# Core Feature Sets:

## ITIL Compliant Ticket Management System :: No Customer left behind

Ticket Management channels through web, email or phone (SMS coming in next version – Q4 2004). Dynamic Escalation rules based on any criteria ensure that your support customers are never left in the dark. Ability to route tickets to the appropriate representative through system rules that accommodate your support processes through an easy to learn user interface. Custom Fields can be created by non-technical staff.

## Asset Manager with SLA Support :: Making ROI a science

Keep tabs on employee h/w and s/w for internal helpdesk or products and services for CRM. Apply SLAs to your customers and assets, and focus your workflow towards **reproducible ROI**. Track the lifecycle and **cost of ownership** of your assets.

## Extensive Custom Reporting :: Keeps you on top of our processes.

View the efficiency of your reps on an aggregate, group or individual level. Show stats on customer satisfaction and time to resolution. Highlight inefficient processes and assets. Show compliance metrics against your Service Level Agreements. Charts, Graphs and Tables can be exported to Excel or other commonly used standards.

## Self Help Knowledgebase :: A continuum of Support

Maintain a comprehensive and secure knowledgebase of support data. **Reduce representative time** and technical proficiency requirements. Suggest answers to clients before they even submit the ticket. Smart Search Engine with weighted answers makes your system smarter and your support cycle shorter the more it is used. Supports Spell Check, Attachments, Full HTML editor (embedded), and Multi-level cross referencing permissions for reps and clients.

## Fully Customizable Back-end and Front-end :: Your Business. Your Software.

UI can be totally revamped, all system rules, custom fields, email support accounts, SLA configurations and system settings can be administrated by any user with basic web form skills. **No technical staff is required** to maintain the application.

**Light Technical Foot Print :: No Hidden Cost of Ownership, Ever.**

- Integrates with NT Active Directory, LDAP and Outlook.
- Fully Web Based
- Based on PHP.
- **Completely OS independent**, will run on Windows, Linux, \*Nix, Solaris, Mac, OS2 and more
- Will run with 4 databases (tested) – MS SQL, Oracle, MySQL and PostGRESQL
- Can handle upwards of 1,000 requests per day on a 512MB RAM 1.5Gig Linux Machine.
- **Software Cost of Ownership : \$0** if set up using LAMP (Linux, Apache, PHP, MySQL).