



PRODUCT EVALUATION GUIDE

Products Evaluated
Insight's Technology Assessment Services (TAS) team has evaluated the following products.

- Altiris® Helpdesk Solution™
- BMC® Remedy®
- FrontRange HEAT®
- Kemma BridgeTrak Suite®
- Network America ATTACC Help Desk™
- Numara™ Track-It!®
- PhaseWare Tracker

IT ASSET MANAGEMENT PART 3: MANAGING IT REQUESTS WITH AN INTEGRATED HELP DESK SOLUTION

The help desk is the central point through which IT problems at your organization are reported and managed, so it's crucial to keeping your business running smoothly. But it is also an essential cog in the lifecycle management wheel for all your IT assets. Fully integrating your help desk solution with your IT asset management (ITAM) initiative helps reduce downtime and increase employee productivity and effectiveness.

According to Gartner, the cost of managing a non-automated IT support environment can cost between \$650,000 and \$5.5 million dollars over a three-year period. Investing in a help desk solution with automation tools and ITAM integration can greatly reduce your total cost of ownership (TCO) and help provide order to non-automated support processes.

- Eliminate onsite desktop installation and support
- Increase first-call-resolution rates
- Reduce help desk support calls and talk time

KEY CONSIDERATIONS

Cost

Most manufacturers price help desk solutions based on the number of users or analysts that access the system for the base systems. They also charge for many add-on products or tools, such as a knowledge base or Web portal, which you may need to really automate your service desk. This allows you to customize the solution to your specific requirements, but it can also cause the product to become expensive. Just make sure you understand your requirements and the cost of the complete solution. And remember, you can usually add additional options in the future.

Hardware requirements

Hardware requirements for help desk solutions vary depending on the number of concurrent users and additional options purchased. It is important to understand the hardware required to manage a large installation and the data that will be captured and stored. Before purchasing your help desk solution, confirm the hardware requirements for the base system and any additional options you may purchase now or in the future.

Back-end system requirements

Most help desk solutions support a variety of back-end databases but you need to verify that what you have standardized on is supported.

Active Directory support

Some products do not currently support Active Directory. If this is a concern for your company, make sure the product you choose supports AD, or plans to in the near future.





Product integration

Product integration can be an issue for help desk solutions. Many solutions will integrate well with their own ITAM products, but may offer only an API for integration with other products. To use such a product, additional code development and maintenance skills may be required. It's important to have a complete understanding of the requirements for integrating the product you choose with all the other products in your ITAM solution.

KEY FEATURES

- **Web-based Interface.** Access the tool from any browser.
- **ITIL support.** Offer integrated support for the Information Technology Infrastructure Library.
- **Automatic notification and escalation.** Send alerts via the Web, wireless device, e-mail, telephone or screen pop-up when service level agreements (SLAs) are not met.
- **Personal task list.** Allow individuals on the help desk team to manage and view their "to do" lists.
- **Attachment support.** Attach multiple file types to a particular request or change order.
- **Parent/child relationships.** Open multiple sub-requests to a primary request.
- **Customizable properties and fields.** Easily make changes to fields or field properties to better fit your environment.
- **Automated surveys.** Automatically trigger a customer survey.
- **Integrated and customizable workflow.** Automate the routing of requests and alerts as they flow through the process.
- **Change order management.** The ability to handle change order requests.
- **Multiple platform support.** Support platforms other than Microsoft® Windows®, such as Linux or Mac.
- **Integration.** Integrate this solution with other ITAM solutions, such as asset management, deployment or remote control.
- **Mobile device support.** Support handheld mobile devices.
- **Knowledge base tools.** Integrate your help desk solution with a knowledge base, so users can easily find answers to frequently asked questions.
- **Self-service portal.** Give users access to a portal where they can research problems or the status of help requests.
- **Reporting.** Build integrated, predefined or custom reports.

CONCLUSION

A help desk solution is essential for bringing order and efficiency to your support environment, and is an important part of your ITAM strategy as well. Insight's sales engineers have many years of experience in this area, and offer an important resource when you are searching for the right help desk solution.

For more information, contact your account representative, or the Insight Technology Assessment Services team at tas@insight.com

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