Although every organization is different, the need to streamline help desk operations is universal. That’s why BMC Track-It! gives small businesses a single, easy-to-install, easy-to-manage platform for all their help desk and asset management needs.

**Key Benefits:**

- **Save time and money by automating key business processes**
- **Eliminate disorganized handling of repetitive operations by using an integrated approach based on ITIL® best practices**
- **Execute key management tasks successfully by implementing the right mix of automation technology and processes**
- **Manage incidents, problems, change, and assets — with little configuration**
- **Reduce recurring incidents by creating a permanent solution rather than a one-time**
- **Proactively reduce the effect of incidents**

**Leading Help Desk Software for Small Businesses**

Customer satisfaction, improved resolution rates, lower costs, and adherence to best practices are of the utmost importance to IT departments. By moving your manual processes into an automated help desk solution, you can handle calls faster and make data available when you need it.

BMC Track-It! is the industry’s leading help desk and asset management solution for organizations with up to 500 employees. It helps you automate processes and build a knowledgebase of solutions, ensuring faster and more accurate resolutions to your end-user requests. At the core of the solution, BMC Track-It! Help Desk provides you with a 360-degree view of your work orders and change requests.

With BMC Track-It! Help Desk, you will improve customer service, speed resolution rates, reduce IT costs, and adopt industry best practices.

**Improve customer service**

Most IT departments are concerned about customer satisfaction, and there is always room for improvement. Yet, how do you make it happen? You do so through automation — and by offering multiple communication channels and follow-up.

**Automation**

BMC Track-It! helps you automate manual processes, ensuring faster and more accurate resolutions to user requests.

Moving your manual processes into an automated help desk solution will increase users’ confidence when placing a call to the help desk staff. You will no longer jot important help desk issues down on a note pad, just to get lost in the shuffle. Structure will exist and be apparent to your users as you handle calls faster and always have the data you need available. Each and every help desk request will be recorded, along with the details needed for future audits and reports. BMC Track-It! Help Desk is designed to help you build better processes, manage organizational knowledge, and solve problems quickly.

**Multiple communication channels and follow-up**

Providing customers with the flexibility to choose their communication method is important. With BMC Track-It! Help Desk, your users have the freedom to choose the interaction channel that is comfortable for them. Users can utilize the self-service web portal, submit work orders through email, or call for telephone support. You can provide top-quality service no matter which interaction channel customers choose.

In addition, knowledgebase solutions, 24/7 self-service, online status checks, and a more streamlined process for managing help desk requests will increase your users’ confidence when placing a request with the help desk staff. To top it all off, you can ensure that your staff is providing top notch support — and that your users are happy — by providing automated follow-up customer surveys using the optional BMC Track-It! Web Survey add-on.
Key Features

- **Advanced notification** — Automatically notify the requestor and/or technicians for various states of a work order (created, modified, prior to due date, overdue, and/or completed)
- **Escalation rules** — Set due date warnings and escalate based on due date time frames
- **Scheduled work orders** — Automate repetitive tasks and activities, such as preventative maintenance
- **Templates** — Quickly and accurately log incidents in support of common tasks, such as password reset and new hire tasks, with work order templates

Speed resolution rates

One metric every help desk must closely monitor is resolution rate. Improving the success of each contact with IT support is crucial to growth and user satisfaction. Building proper resources and procedures will ensure IT support staff are providing service quickly and efficiently, reducing the amount of time it takes the help desk to resolve a problem. Three key factors contribute to your ability to speed resolution rates: accessibility, a robust knowledge base, and SLA management.

**Accessibility**

Accessibility is essential for providing quick service to your users. Your end users can submit new work orders, check the status of existing work orders, or search for solutions to issues by visiting the BMC Track-It! Self Service web portal. Your help desk technicians can then access the BMC Track-It! Help Desk from either an installed windows client or via a web browser. For technicians on the go, BMC Track-It! Help Desk can be accessed from a mobile device browser for help desk and solutions access. This means your technicians can work from anywhere, any time.

**Robust knowledgebase**

Knowledge management is another key to fast resolution. BMC Track-It! Help Desk provides a robust knowledge base that can be populated with solutions that suit your organization’s needs. These either can be authored by members of your staff or populated each time a problem is resolved, making successful resolutions available for future reference.

Knowledge management complements the core processes of the help desk: incident, problem, and change management. With knowledge management, you can ensure that reliable and secure solution information is available throughout the service lifecycle, and that the right information is delivered to the appropriate resource to enable informed decisions. BMC Track-It! Help Desk allows you to capture knowledge in an easily searchable knowledge base. This means technicians and end-users have access to the same information anytime they need it.

**SLA management**

Service level agreements (SLAs) provide an assurance that requests are addressed in a timely fashion. BMC Track-It! Help Desk has easy-to-use templates that allow users to set up notification and escalation rules to adhere to their SLAs.

**Reduce IT costs**

Cutting costs while delivering better service is something all organizations strive toward. This is not easy to achieve without the right solution. BMC Track-It! Help Desk is easier to implement than the competition, and allows you to automate formerly manual processes, such as email notifications, SLA warnings, skills-based routing, audit trails, reporting, and much more.

**Adopt industry best practices**

To keep your operation running profitably, you need to align IT with business objectives, ensuring optimal availability, dependability, security, and IT performance. Best practices, such as ITIL®, help your operation run smoothly, eliminating redundant work, integrating central processes, helping you learn from past experiences, and enabling delivery of top-quality IT services. The overall quality of service in your organization — happier staff and faster response time — is dependent on the help desk solution you implement. The right solution will mean lower costs and higher productivity for your organization.

**For More Information**