

SERIO HELPDESK

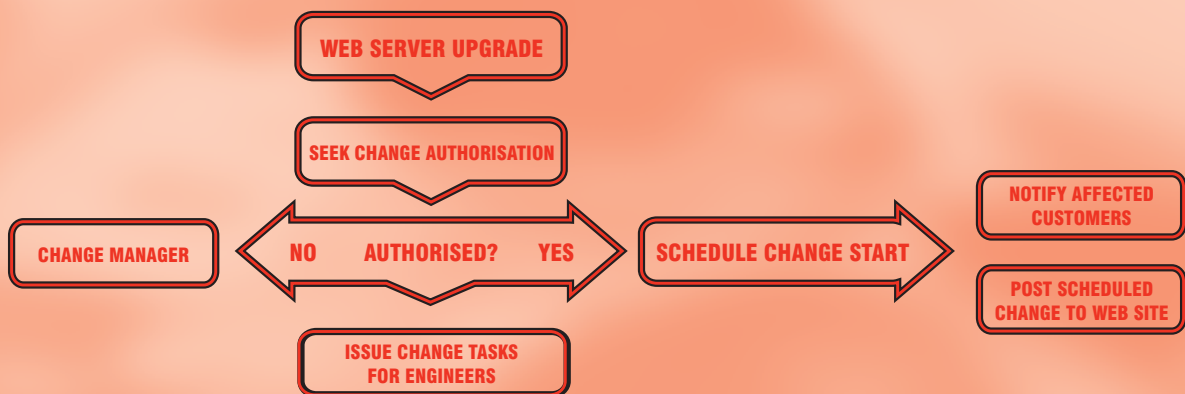
Everything you need to deliver great IT customer service in one affordable package.

The innovative technology is here. The attentive customer care is here. The value for money is certainly here. But best of all, the most critical component of all is here - total confidence.

When you invest in **SERIO Helpdesk** you buy into support that is as sophisticated as our products. So when you deliver great IT customer service, you know that **SERIO** won't let you down. Have a look through our products and get in touch.



Serio



- Comprehensive call-logging features
- Incident, Problem and Change management conforming to Best Practice guidelines
- Web integrated, offering full self-care facilities for customers or users
- Take control of your customer's PC for problem resolution or training / demonstration
- Mobile support - take your Incidents, Assets & Customers with you on your PDA
- Integrated and comprehensive Knowledgebase
- IT Asset & Configuration Management
- Full email integration, including attachment handling, reply handling & notification

- Full Service Level Agreement management & reporting
- Scalable server-based technology with SerioServer
- Integrates closely with Microsoft Visual SourceSafe™
- Open server support - extend SerioServer with your own functionality with the Serio Developer Toolkit
- Support for SMS Text Messaging - network alerts, assignment messages, escalations & more
- A comprehensive suite of easy-to-use reports, including support for Microsoft Excel® & Crystal Reports®
- Extensive customisation with our SerioScribe application
- Comprehensive escalation management

Serio

www.seriosoft.co.uk

Our flagship product, **SERIO Helpdesk**, gives your staff access to everything they need to manage your IT Helpdesk - in one easy to deploy package.

With strong links to our knowledgebase, SLA, Asset & Configuration Management system, web and mobile products, **SERIO Helpdesk** is more than a call logging system - it can enable your staff to cut resolution times and raise customer satisfaction.

WEB ENABLED

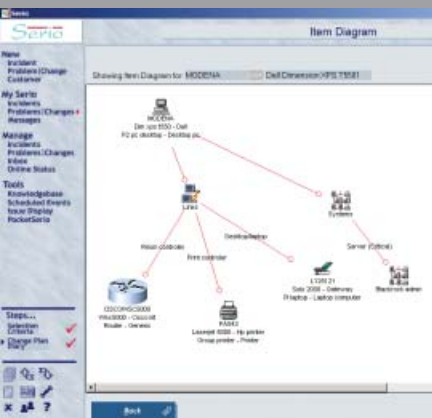
SerioWeb delivers IT support services over the internet or intranet 24/7. Using SerioWeb, customers can solve their own problems using its knowledgebase facilities, or simply keep themselves informed about the progress of their Issues.

- Control the nature of the information you make public via SerioWeb
- Highly customisable without programming. Introduce your own colours, fonts & bitmaps
- Publish service status information - for example, upcoming system changes
- File-upload facilities included

FULLY MOBILE WITH PocketSERIO

PocketSerio is designed for staff who are on the move - away from their desk, out of the office. PocketSerio is truly mobile and self contained, requiring no network connection in order to operate.

- Full Incident Management allows you to resolve problems on the move
- Asset Management, so you can amend your asset register on-site
- Fast downloads/ uploads
- Supports USB/ Serial connections
- Small footprint, leaving maximum space for your data
- Choice of colour schemes for maximum readability outdoors
- Supports internet or intranet based downloads/ uploads - so you don't need to be in the office to get the information you need



SERIO KNOWLEDGEBASE

Our knowledgebase server allows you to search thousands of documents quickly and easily. Everything that you enter into Serio - problem descriptions and resolutions, emails sent and received - can all be searched using the Serio Knowledgebase.

- Wide variety of documents supported - HTML, Word, PDF and others
- Add your own content, or content you've purchased from other companies
- Give your customers self-care tools by allowing knowledgebase content to be browsed via the web
- Use plain keyword searching or sophisticated query language for more precise results
- Content management features including query/results analysis and document feedback

NETWORK AUDITING & DISCOVERY

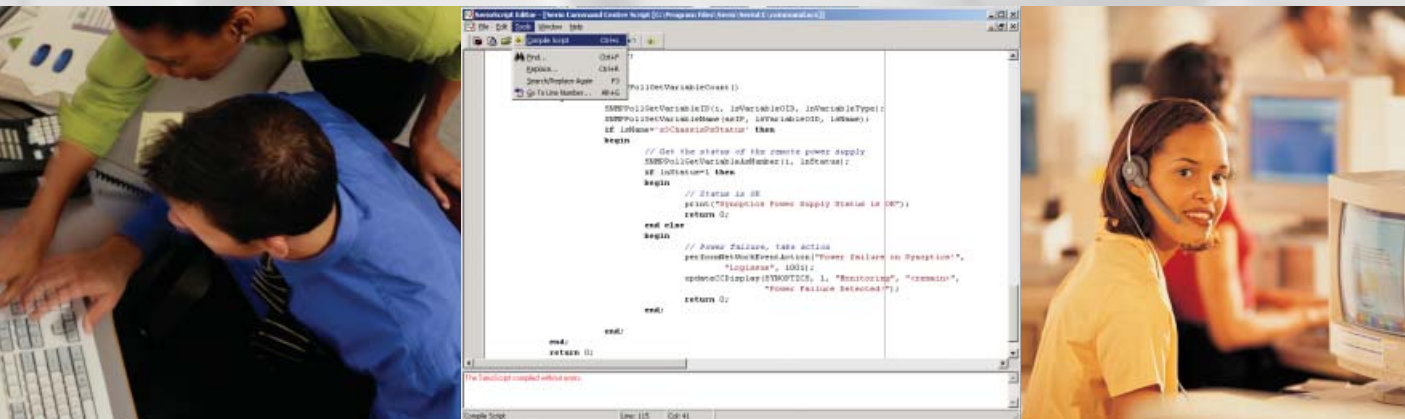
SERIO Helpdesk comes complete with network audit & discovery tools that make light work of managing large IT Networks. Based around network management open standards (SNMP), you can

- o Perform network-wide searches for installed software - helping you manage and reconcile your licenses more effectively
- o Identify machines that may need to be upgraded, or have yet to have the latest service patches applied

Using our Network Snapshot and Workstation Explorer technology, you can access the most detailed information about computers of all types on your network.

In addition to reporting on installed software, operating systems and hardware configuration, Serio Network Auditing and Discovery can even read machine BIOS/SMBIOS information.

Integrated with SERIO Helpdesk to deliver better Customer support, our network tools also help the Helpdesk deliver better IT service. With a simple mouse click, IT staff can immediately access information about a remote machine for faster problem diagnosis, or use Serio Remote Desktop to perform swift reconfigurations.



SERVER MONITORING

SerioSentinel monitors server and application performance on server machines constantly.

At the heart of SerioSentinel lies SerioScript, which you can use to monitor network links from the server, server utilisation and performance - any of the hundreds of performance variables present in Windows systems. If things do go wrong, SerioScript is flexible enough to allow you to take corrective action. SerioScript is also highly extensible. You can write additional modules in languages such as Visual Basic®, Visual C++®, Delphi® and more to perform your own specialised operations.

SerioSentinel is an open systems product. When faults or potential faults are detected, you can send SNMP Traps to either the Serio Command Centre or to third-party products like OpenView® or NetView®.

SNMP NETWORK MONITORING

Our Network Monitoring tool SERIO Command Centre can monitor thousands of devices - routers, hubs, servers - listening for faults and potential system errors constantly. For example, the Serio Command Centre can

- Monitor resources such as disk space or RAM
- Warn of performance problems as they occur
- Recover automatically from problems

With its built-in SNMP MIB compiler, Serio makes it easy to build a database of the network devices you wish to monitor. Handling SNMP Traps (network events raised by devices) is accomplished by simple point and click, allowing you to respond by sending Text (SMS) Messages, logging new Incidents, sending emails and more.

Serio Command Centre is standards-based, using SNMP (Simple Network Management Protocol). SNMP allows information to be shared between systems of different types from different vendors. For example, information from Cisco[®] and Unix[®] devices can be read easily.

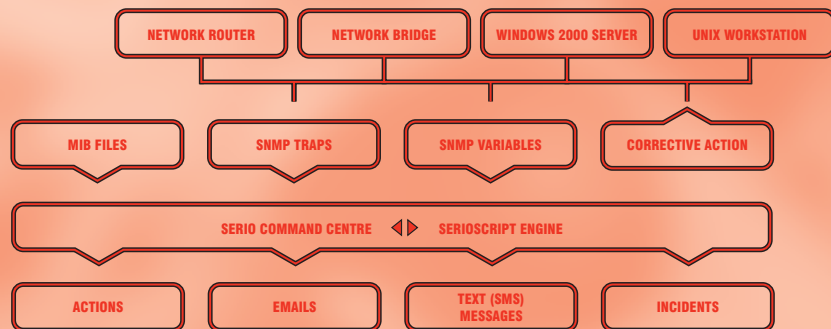
Serio Command Centre goes much further than SNMP Trap handling. A comprehensive script language called SerioScript is provided which allows you to

- Directly interrogate a huge number of network devices and servers
- Continually test the performance of different network paths on your network both for availability and performance
- On Windows NT/Windows 2000/2003 servers, access the entire set of machine performance information

Serio Command Centre's online display allows you to see at-a-glance the status of your configured devices, whilst its log of events allows you to keep track of SNMP alerts and warnings over time.



NETWORK DEVICES



Serio

SERIO REMOTE DESKTOP - RECONFIGURE YOUR USER'S COMPUTER WITHOUT LEAVING YOUR DESK

- Give immediate guidance and help to users by taking control of their computer
- Resolve problems more quickly by visiting a user's computer remotely
- Easy to install, simply direct your users to a web link to install the software they need

SOLID EMAIL INTEGRATION

Our electronic document editor gives administrators control over style, layout and content, enhancing your image with each email sent.

- All email sent / received through one single support/service account, preventing fragmentation of support information
- Integrated attachment handling
- Complete control over content
- Log Incidents automatically, saving time for the Helpdesk
- Integrated Inbox for handling all inbound support emails
- Multi-lingual support



SOPHISTICATED, EASY-TO-USE REPORTING

Producing sophisticated reporting and trend analysis is easy with our SerioReports application. Alternatively, use Microsoft Excel® or Seagate Crystal Reports®

FULL SLA MANAGEMENT

Comprehensive SLA management is included as standard.

- Full reporting and analysis included
- Automatic escalation handling
- Outage warnings, real time views of SLA performance
- Multiple SLA support, including Supplier SLAs

SUPPLIER MANAGEMENT

Serio includes everything that the IT Helpdesk needs to manage relationships with third-party suppliers.

- Sophisticated workflow that allows you to work with suppliers the way you need to
- Fully integrated email
- Reporting that allows you to assess the performance of your suppliers

SERIO Helping our customers help their customers since 1997

Contact Serio now on 01506 462 222 to arrange an on-site demonstration

www.seriosoft.co.uk