



StacksWare For Help Desk Monitoring & Ticket Resolution

Diagnose Help Desk Issues in Real-Time

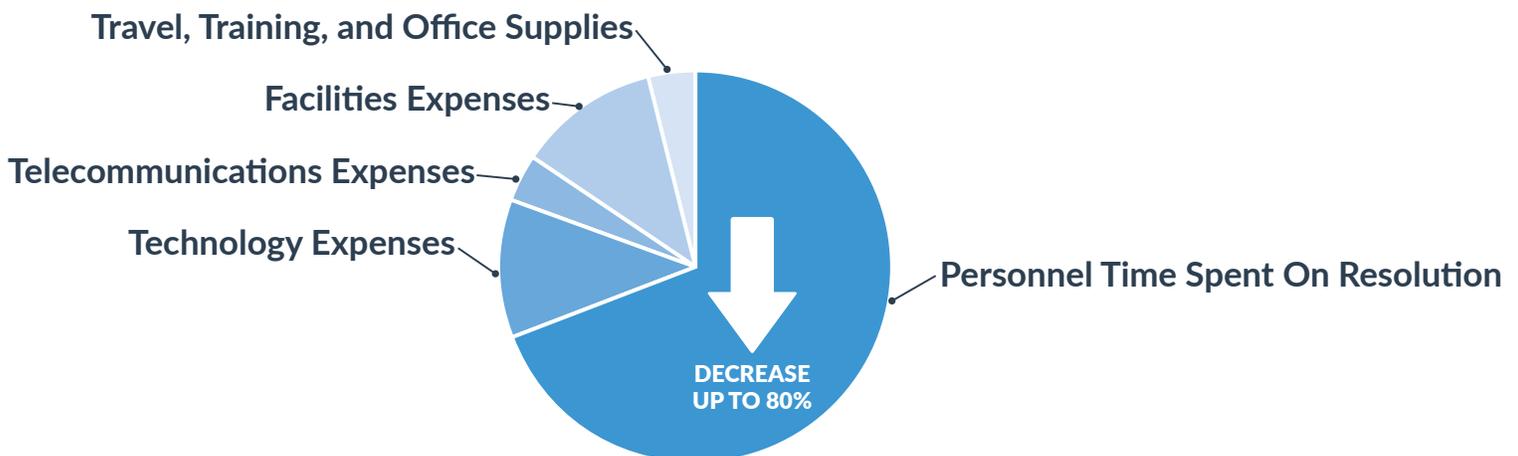
When evaluating IT help desk performance, the most important metric is resolution time. Every unnecessary minute spent in resolution limbo wastes productivity for both the help desk workers and the end user.

StacksWare provides real-time information about software usage across your entire environment. With StacksWare, help desk staff can instantly view end user activity leading up to the submitted ticket and effortlessly reproduce the exact problem.

Reduce Your Organization's Cost per Ticket

Operating a help desk that provides desktop support is a major organizational expense. There are several components that make up the operating cost of a help desk, but by far the largest piece is the efficiency of the help desk staff. The average cost of resolution for a desktop support ticket is 62 USD, and the most effective way to reduce cost per ticket is to reduce resolution time. When help desk staff resolve support tickets more quickly and efficiently, your organization saves money.

StacksWare's real-time data cuts helpdesk operating costs by reducing resolution times by an order of magnitude.



Using StacksWare to Resolve Support Tickets

Today's modern IT departments can't afford to use solutions that are only capable of delivering daily aggregate reports. IT help desk staff need a real-time monitoring solution to most efficiently resolve help tickets



Real-Time Insight Into End User Activity

Drill down into end users or machines to see details such as logon sessions and activity during those sessions, allowing you to reproduce the exact events leading up to the issue. Use this level of detail to resolve help desk tickets to a fraction of the time.



Group Usage Analysis

Track groups of endpoint users, machines, or devices to analyze software usage patterns across these groups. Easily detect commonalities among these groups to aid in detecting the root cause of an issue.



Minimize It Footprint

Simplify your environment by identifying and eliminating software applications that are not being used, allowing you to reduce the surface area of potential problems and avoid looking in the wrong places.



Proactive Notifications

Set up notifications to be alerted immediately when insecure software is run or when end users run problematic workflows. Similarly, receive notifications when crucial applications stop running, allowing you to increase reaction speed to issues.



Centralized Administration

See which patches, versions, etc. you've deployed across your environment, and then modify your desktops accordingly.



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