

Service Management Simplified

TOPdesk develops, markets, implements and supports software that helps organisations to efficiently organise their services. We offer user-friendly and affordable service management solutions that can be quickly and easily installed for every kind of organisation.

TOPdesk supplies software that supports your colleagues (for example the facilities department, ICT department or human resources), consumers, citizens and external business relations.

Process-based working

TOPdesk is based on ITIL (Information Technology Infrastructure Library). Process-based working saves both time and money, which is why TOPdesk makes use of these ITIL processes. This provides clear insight into the day-to-day functioning of your organisation.

	lite	Professional	Enterprise
Incident management	✓	✓	✓
Configuration management	✓	✓	✓
Property management			✓
Problem management		✓	✓
Change management		✓	✓
Project management		✓	✓
Stock and Order management		✓	✓
Reservations and Lease management		✓	✓
Operations management		✓	✓
Service Level Agreements		✓	✓
Import		✓	✓
Event management		✓	✓
Self Service Help Desk	✓	✓	✓
TOPdesk Satellite		✓	✓
Survey management		✓	✓
Reports	✓	✓	✓
KPI (Key Performance Indicators)			✓
MS SQL / Oracle			✓
PDA interface			✓
100 % web-based	✓	✓	✓

TOPdesk Services

Implementation

You are not alone in implementing TOPdesk into your organisation. Our Consultancy department is available to help you ensure a smooth integration of TOPdesk into your existing infrastructure and work processes. TOPdesk can be specifically set up according to your wishes.

System integration

Do you have specific preferences regarding your service management software? Do you want to integrate TOPdesk into your existing systems or adjust the Self Service Help Desk interface to your company design? Our System Integration department will help you to integrate TOPdesk with your other systems to enable scheduled imports of e.g. end users. They can also design and create bespoke solutions and assist you in implementing it.

Courses

Our courses allow you to quickly introduce a new employee to TOPdesk, or brush up your own knowledge of TOPdesk. Through our TOPdesk courses your employees will become TOPdesk experts in no time. We offer courses on every TOPdesk version, from beginners to advanced users. These courses are held on location.

More information?

Do you want to find out more about TOPdesk's products and services? Please don't hesitate to request more information at www.topdesk.com, or you can give us a call on +44 20 8846 8516. We'd be happy to show you what TOPdesk can mean for your organisation.

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TOPdesk software

lite | Professional | Enterprise

TOPdesk lite *Simple and efficient*

TOPdesk lite is suitable for both small and large organisations that want to quickly streamline their professional services. It helps you to deal with incidents concerning products or services in a way that is both efficient and customer-friendly. TOPdesk lite offers your service desk the fundamental processes Incident management and Configuration management, which allows you to quickly professionalise your internal and external support.

TOPdesk lite offers the essentials:

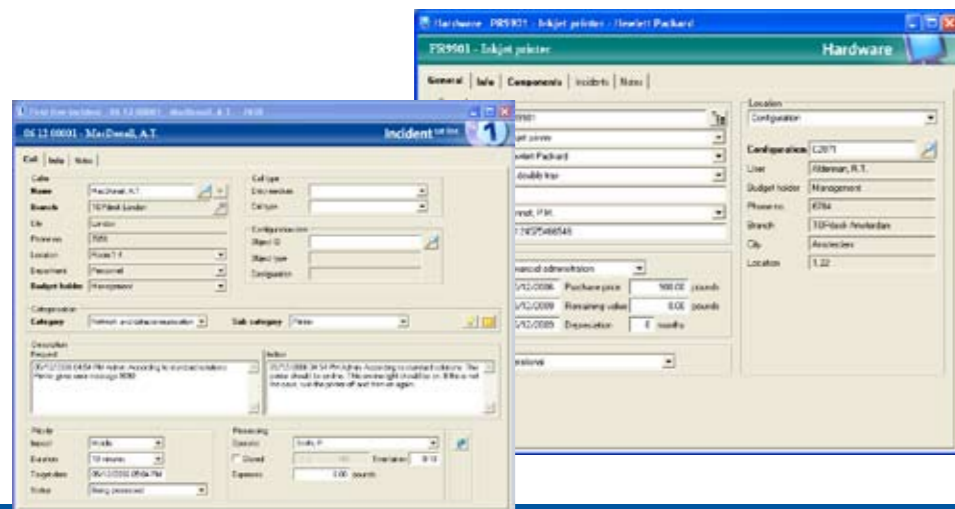
- + register incidents that come in by telephone, email, or verbally;
- + customers have access to the Self Service Help Desk;
- + share knowledge with the Knowledge base;
- + available in five languages;
- + gain access to data on your colleagues and company's assets;
- + you can scan your hardware and software;
- + an embedded database.

Easy access with the Self Service Help Desk

TOPdesk makes the tasks of your service desk easier by allowing your colleagues to report their own incidents using the Self Service Help Desk.

Off to a flying start with TOPdesk lite

You can purchase TOPdesk lite from £ 349,- After a simple installation you can make direct use of TOPdesk.



TOPdesk Professional *Modular and user-friendly*

TOPdesk Professional comprises the essential processes Incident management and Configuration management, but can also be expanded with additional modules. TOPdesk Professional improves the services you offer to your colleagues, business to business relations and consumers. TOPdesk Professional is used as a service desk by among others the facilities, legal, ICT and human resources departments, for supporting the inventory, company assets, products and services.

TOPdesk Professional offers room to grow:

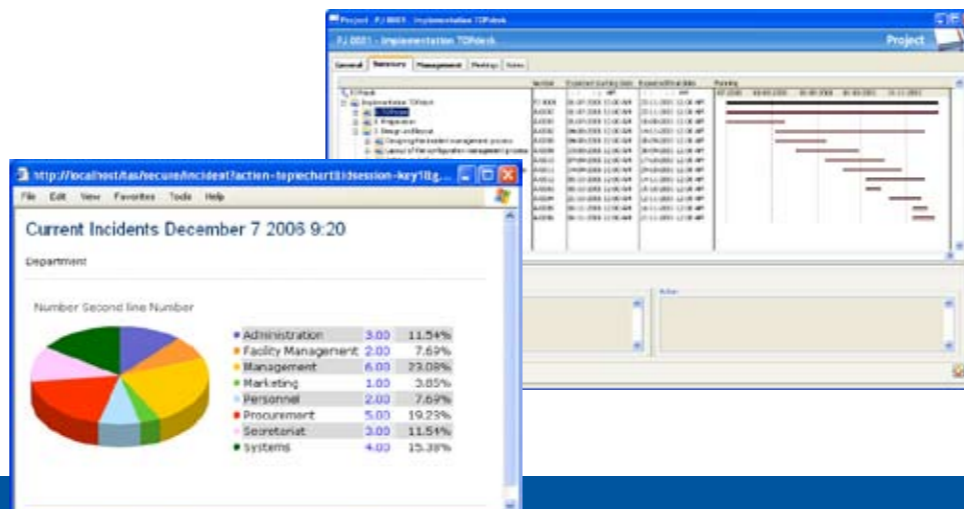
- + a modular structure - based on ITIL;
- + front office and back office support.
- + a Windows and Web-interface;
- + a Self Service Help Desk;
- + extensive workflows;
- + over 200 standard reports;
- + Event manager for automatic notification;
- + integration with other applications.

Modules

TOPdesk Professional is constructed from various ITIL and facilities modules. That way you only purchase what you really need and you can organise TOPdesk according to your preferences. Our consultants are happy to help you tailor TOPdesk according to your wishes. For example, available modules are Change management, Service Level management, Reservations & Lease management (for reservations and lease of your company's assets and locations).

Measuring the performance of your service desk

There are many ways in which you can measure the performance of your service desk. TOPdesk Professional has a broad range of possibilities for creating your own reports.



TOPdesk Enterprise *Process-based, scalable and well-organised*

TOPdesk Enterprise is an ideal solution for large organisations that want to professionalise and technologically improve their service management. TOPdesk Enterprise is 100 % web-based, and therefore provides a clear and user-friendly interface for the staff of your service desk. TOPdesk Enterprise is fast, scalable and offers a broad range of possibilities. It allows you to support your colleagues, clients and business relations, whether they are at one location or spread across various locations.

TOPdesk Enterprise offers the final phase:

- + scalable because of the modular construction and license structure;
- + based on ITIL;
- + platform independent;
- + extensive reporting options and the monitoring of KPIs;
- + runs on Oracle, MS SQL databases;
- + integrates with other support systems;
- + SOx/ISO compliant;
- + ideal for shared service centres.

Processes

TOPdesk Enterprise allows you to work based on processes. Increase the performance of your service desk by breaking down your processes into categories, for example by distinguishing between front office and back office. TOPdesk Enterprise can be applied to all processes within your organisation, e.g. IT support, Facility management.

Reports and KPIs

In TOPdesk Enterprise you will have many ways in which you can measure the performance of your service desk. TOPdesk Enterprise has a broad range of possibilities for creating your own reports and monitoring your KPIs.

