



SupaDESK is the Incident and Service Desk module of SupaTools, built according to ITIL principles. With full integration with Configuration and Change management, the addition of **SupaDESK** provides a fully centralised ITSM solution.

The template-based approach enables custom forms and workflow to be implemented for different Ticket types, including Service Request approvals and auto-routing of tickets to support groups.

The relationship capability provided by the underlying CMDB allows links between incidents and Configuration Items, including related RFC, Tasks and People.

The screenshot displays the SupaDESK interface for an incident titled 'Incident 'X0003139': QTRAK | Issue on Desk top: Alison Wilson'. Below the title, there are six categories: Impacts, Assigned to, Contains, Reported by, Affected user, and Assigned to. Each category has a corresponding icon and text: Desktop software Service, IS Operations Support Group, X0003139-001 Work Request, End User, End User, and Matthew Ashby. Below this is a bar chart titled 'Tickets - created vs resolved by month' showing the count of tickets opened and resolved from January to October. A smartphone on the right shows the mobile app interface with a list of tickets and their details.

Month	Opened	Resolved
January	850	700
February	1050	1050
March	950	850
April	850	900
May	900	850
June	850	900
July	850	900
August	100	100
September	100	100
October	100	100

Service Levels can be monitored according to the defined SLA resolution times, to produce statistics for Key Performance Indicator analysis.

SupaDESK key features:

- ✓ Incident Management
- ✓ Problem Management
- ✓ End User Self Service
- ✓ Ticket creation via Email
- ✓ Custom Reports
- ✓ CMDB Integration
- ✓ Flexible SLA definition
- ✓ Service Portfolio Mgmt
- ✓ Multi-level categorisation
- ✓ Auto notification
- ✓ Knowledge Management
- ✓ iOS & Android App
- ✓ Request Fulfilment
- ✓ Custom Workflows
- ✓ Calendar + Reminders
- ✓ Escalation

SupaDESK is a 100% web-based application that can be installed on your internal network, or accessed via our secure cloud infrastructure. Visit <http://www.supatools.com> for more information and to register your interest!