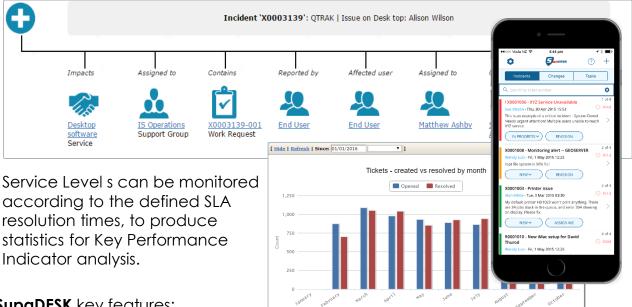


SupaDESK is the Incident and Service Desk module of SupaTools, built according to ITIL principles. With full integration with Configuration and Change management, the addition of SupaDESK provides a fully centralised ITSM solution.

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.



## **SupaDESK** key features:

- ✓ Incident Management
- Problem Management
- ✓ End User Self Service
- √ Ticket creation via Email
- Custom Reports
- CMDB Integration

- Flexible SLA definition
- Service Portfolio Mamt
- ✓ Multi-level categorisation
- ✓ Auto notification
- √Knowledge Management 
  √Escalation
- √iOS & Android App
- Request Fulfilment
- Custom Workflows
- √Calendar + Reminders

**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!