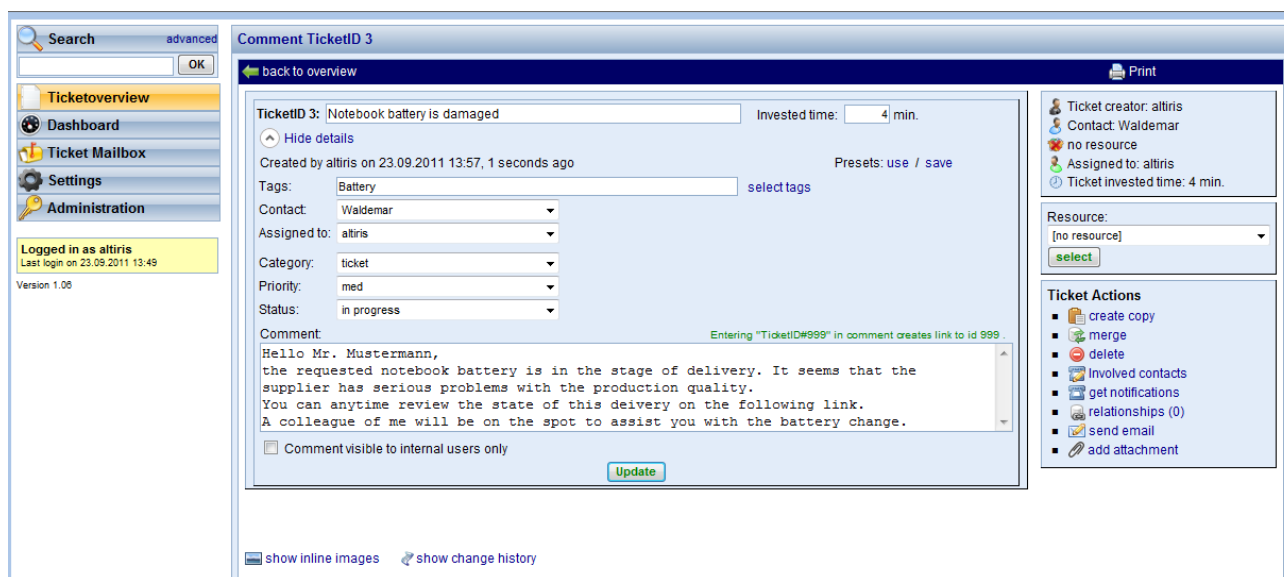


Small Business HelpDesk

Are you looking for an efficient ITIL compliant ticket system, which offers your customers and employees a platform to create incidents and administer the ticket handling?

Our Small Business HelpDesk is designed to cover exactly your needs.

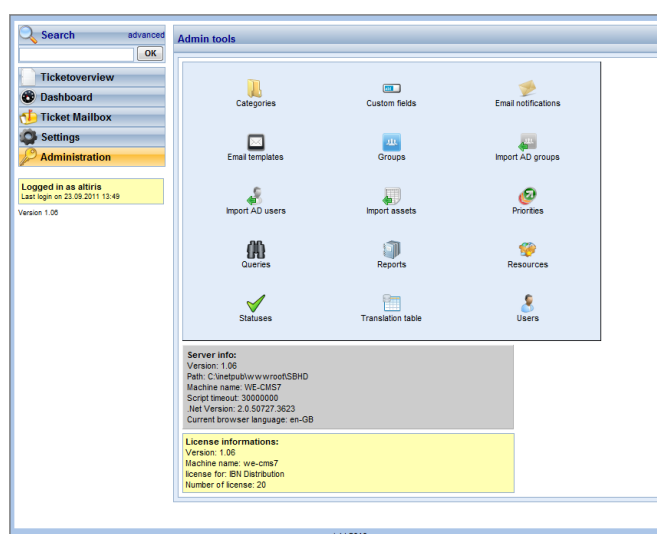
Developed to be combined with our IBN Small Business Management Suite (SBMS) or the Symantec Altiris Client Management Suite, our ticket system connects to existing SBMS or Altiris environments and their databases. Thanks to its Connector Options it may be used also in cooperation with other system or asset management products or as a standalone solution.



The screenshot displays the 'Comment TicketID 3' interface. On the left, a navigation menu includes 'Ticketoverview', 'Dashboard', 'Ticket Mailbox', 'Settings', and 'Administration'. The main area shows ticket details for 'TicketID 3: Notebook battery is damaged', including 'Invested time: 4 min.', 'Created by altiris on 23.09.2011 13:57, 1 seconds ago', and 'Presets: use / save'. Fields for 'Tags', 'Contact', 'Assigned to', 'Category', 'Priority', and 'Status' are visible. A comment box contains a message about a notebook battery delivery. On the right, there are sections for 'Resource' (set to '[no resource]') and 'Ticket Actions' (including create copy, merge, delete, etc.). A 'Print' button is located at the top right.

Core Functions

- Create, edit and manage incidents and tickets manual or automatic via email
- Create extensive reports including dashboards
- Manage attachments
- Role based security model
- Active Directory Import
- Import options for all user associated data
- Connector options to access external databases
- Free customizable fields, views, status reports and categories
- WYSIWYG Editor
- Multilingual User Interface

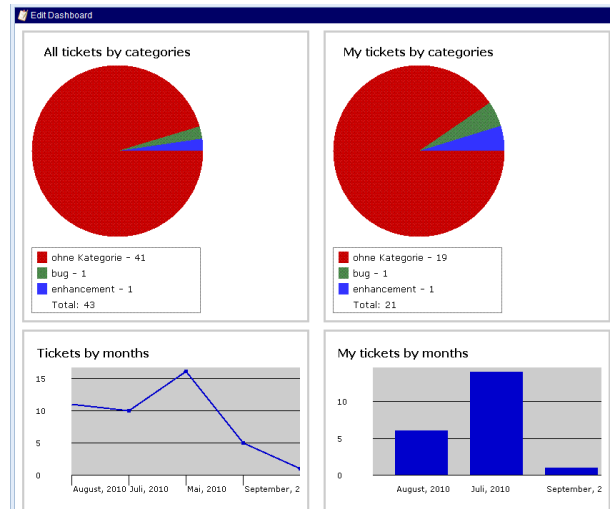


The screenshot shows the 'Admin tools' interface. It features a grid of icons for various administrative functions: Categories, Custom fields, Email notifications, Email templates, Groups, Import AD groups, Import AD users, Import assets, Priorities, Queries, Reports, Resources, Statuses, Translation table, and Users. Below the grid, there is a 'Server info' section with details like 'Version: 1.06', 'Path: C:\inetpub\wwwroot\SBHD', and 'Machine name: WE-CMS7'. A 'License informations' section at the bottom provides details such as 'Version: 1.06', 'Machine name: wa-cms7', 'license for: IBN Distribution', and 'Number of license: 20'.



Advantages:

- Inexpensive purchase of an efficient ticket system
- Simple installation, configuration and maintenance
- Clear and intuitive user interface
- Immediately applicable tool to manage service desk incidents
- High performance and scalability grace to a web based user interface
- Easy access from everywhere
- Simplified communication with other products and databases using the built-in connector options
- High efficient by using shared data (SBMS, Altiris CMS, SCCM and others) through the connectors
- Easy to create and use reports and dashboards
- Concurrent-User license model



System requirements:

- Microsoft Windows 2003 SP2 Server or later
- 32 bit or 64 bit operating system
- Microsoft SQL 2005 SP2 Express or higher
- Internet Information Server 6.0 or higher
- Supports Common Browsers (IE, Firefox, etc.)
- TCP/IP network protocol
- Microsoft Internet Explorer 7.0 or higher

ID	Report	Chart type	Visibility	View data	Edit	Delete
3	All tickets by categories	Pie chart	everybody	Data	edit	delete
7	Hours by Org, Year, Month	Data table	User: admin	Data	edit	delete
12	My tickets by state	Pie chart	everybody	Data	edit	delete
9	My tickets by categories	Pie chart	everybody	Data	edit	delete
10	My tickets by months	Bar chart	everybody	Data	edit	delete
11	My tickets by priority	Pie chart	everybody	Data	edit	delete
13	Tickets in the last 24 hours	Data table	everybody	Data	edit	delete
4	Tickets by months	Line chart	Group: org1	Data	edit	delete
6	Tickets by users	Data table	Group: org1	Data	edit	delete
2	Tickets by priorities	Pie chart	Group: org1	Data	edit	delete
1	Tickets by state	Pie chart	Group: org1	Data	edit	delete
5	Tickets by day	Line chart	User: Phong	Data	edit	delete

Supplier:



IBN DISTRIBUTION GMBH

BERLIN - KARLSRUHE - WUPPERTAL

- Your Altiris Distributor -

Siemensstrasse 23

D-76275 Ettlingen

Tel: +49 (0) 7243 52 32 399

Fax: +49 (0) 7243 52 32 403

Email: helpdesk@ibn-distribution.de

Web: www.ibn-distribution.de

id	flag	Subject	Category	Reported by	Contact	Reported on	Priority	Assigned to	Status	last updated by	last updated on
152		Notebook battery ist damaged	enhancement	waldemar	waldemar	24.08.2010 13:13	hoch	admin	in progress	aif	20.09.2010 15:54
166		Install Routine		waldemar	waldemar	08.09.2010 15:55	hoch	Phong	in progress	waldemar	15.09.2010 14:30
136		POP 3 Client muss Attachments speichern können		waldemar	waldemar	27.07.2010 17:59	hoch	Phong	closed	Phong	15.09.2010 13:31
154		test timespan		Phong	Phong	24.08.2010 20:50	med	admin	new	waldemar	01.09.2010 12:32
163		Situatur für Fokus		Phong	admin	26.08.2010 12:05	hoch	admin	new	waldemar	01.09.2010 12:32
165		BPEX Account		Phong	admin	27.08.2010 10:01	low	admin	new	waldemar	01.09.2010 12:32
34		Translat		admin	admin	28.04.2010 14:41		Phong	in progress	Phong	01.09.2010 11:26
74		Abmeldebutton ändern		admin	admin	14.05.2010 16:59		admin	closed	Phong	24.08.2010 20:15
44		BUG Bei Logdatei		admin	admin	29.04.2010 16:57		admin	new	Phong	24.08.2010 20:08
128		ASSET Import		waldemar	waldemar	26.07.2010 11:35		Phong	closed	Phong	24.08.2010 19:19
148		Ticketmanager in Helpdesk umbenennen		waldemar	waldemar	23.08.2010 13:19		waldemar	new	Phong	24.08.2010 19:14
151		Lizenzierung		waldemar	waldemar	23.08.2010 18:03		admin	new	waldemar	23.08.2010 18:03
150		Webseiteprodne		waldemar	waldemar	23.08.2010 17:49		admin	new	waldemar	23.08.2010 17:49
149		.NET Version 2.0 und 3.5 Konflikt		waldemar	waldemar	23.08.2010 17:21		waldemar	new	waldemar	23.08.2010 17:21
137		Bugreport		waldemar	admin	28.07.2010 12:32		admin	new	Phong	21.08.2010 14:56
133		Bug bei Abfrage aus Suchergebnis herstellen		waldemar	waldemar	27.07.2010 16:21		Phong	closed	Phong	10.08.2010 15:52
130		BUG bei Ticket Posteingang	bug	waldemar	waldemar	27.07.2010 16:17	hoch	Phong	closed	Phong	10.08.2010 09:26
147		Knowledgebase		waldemar	waldemar	06.08.2010 16:42		waldemar	new	waldemar	06.08.2010 16:42
146		große Fehler Beim täglichen gebrauch		janf	janf	05.08.2010 08:23		admin	new	janf	05.08.2010 08:23
139		Excel Datenexport in CSV ändern		waldemar	waldemar	28.07.2010 12:44	low	Phong	closed	Phong	03.08.2010 15:53
49		Ticketbewertung		admin	admin	30.04.2010 13:16		Phong	closed	Phong	03.08.2010 17:10
87		EMAIL INBOX		Phong	Phong	26.05.2010 12:08		Phong	closed	Phong	03.08.2010 17:09
41		Mailboxintegration		admin	admin	28.04.2010 18:24		admin	closed	Phong	03.08.2010 17:05
39		AD Integration		admin	admin	28.04.2010 18:04		admin	closed	Phong	03.08.2010 17:04
131		Aufgaben/Zeitplanung deaktivieren		waldemar	waldemar	27.07.2010 16:18		Phong	closed	Phong	31.07.2010 17:22