

Manage your Customer IT Services Remotely

- 01 Service Requests Automation
- 02 IT Infrastructure Management
- 03 Customer Account Management
- 04 Service Level Agreement
- 05 Enhance Service Delivery
- 06 Deploy On Cloud or On-Premise



MSP ServiceDesk helps to manage the IT Infrastructure services more efficiently of different customers ensuring Service Level Agreement being met as per the Organizational compliance

MSP ServiceDesk Standard

Ticketing System

- Service Request Fulfilment
- Self-Service Portal for Customers
- Email to Ticketing
- SLA Management
- Knowledge base
- Survey Management
- Service Catalog

IT Asset Management

- Asset Lifecycle Management
- Auto Discovery
- Financial and Cost Management
- Contract Management
- Hardware Asset Management
- Software Asset Management
- CMDB

Remote Management

- Remote Control of all systems
- Troubleshoot issues by taking control of the systems
- File Transfers + Chat
- Console Management
- Remote System Shutdown / Restart

Purchase Management

- Purchase Order creation for pre-determined cost
- Automate Purchase Order approval process
- Manage purchase order for each client separately

Billing

- Create Invoices with pre-determined details
- Add expenses and discounts for smooth renewal process
- Accurate Billing as per each client SLA

Project Management

- Create projects for all departments
- Task allocation and effort tracking
- Manage employee and Track progress
- Time Sheet Management

MSP ServiceDesk Enterprise

All MSP ITIL aligned ServiceDesk standard features



Ticketing System

- Incident Management
- Problem Management
- Change Management
- CMDB



Add-On feature

Patch Management

- Vulnerability Assessment
- Integrate with AD and WSUS
- Deploy Patches and third party software remotely
- Software Metering

MSP ServiceDesk Business Benefits

MSP Service Desk leverages various IT Services for an MSP

It helps the management to get overview of the workflow within the organization, IT assets, Support activities, Analytical reporting etc. With the help of Timesheet, Management can track, assign and review each employee tasks allocated and how effectively resources been utilized.

IT Support Services

- Helps in managing the entire IT Infrastructure remotely from a centralized system
- MSP can manage entire IT support services of their customers remotely through ticketing system by configuring email to ticketing with auto creation and notifications.
- With remote management, the technicians can take control of any system from their client network and perform tasks to fix the errors.
- Technicians can support customer on the go through mobile access and remote control to perform troubleshooting.

Technical Support

- MSP technicians provide technical support remotely by taking remote access of the client user system.
- Technicians can support wide range of services with the remote systems which includes Desktop, Server, Laptops etc.
- By performing hardware and software related tasks, it ensures the legal compliance Viz., Perform auto discovery of IT assets which can fetch basic details of hardware and maintain Software details that includes

- Memory
- Hard drive
- CPU
- Operating system
- BIOS
- Motherboard
- Serial no
- Ports
- NIC card
- Product Key
- Part No
- Geo-Location
- Software installed
- Uninstalled Licensed software
- Unlicensed Software count
- Prohibited Software's
- Expiry date of both assets
- Audit Reports

Manage and Monitor IT assets that includes

- Asset Auto discovery
- Real-time asset status monitoring
- Real-time Url status monitoring
- Remote Desktop Management
- Patching and Update
- Deploy Patches and third party software's

- As an MSP, your business valuation is dependent on your monthly recurring revenue stream and your profitability. Some services may add more to revenue but less to profitability. Some may be more easily differentiated and sustainable than others.
- MSP needs steady increase in sales to existing customers while increasing the size of new contracts because of growing services portfolio, while ensuring the delivery commitment as per the SLA.

About Mentdesk

Mentdesk is a Unified Platform for IT Management Software addressing IT Service Management and End Point Management ensuring IT Software Compliance in an Organization. Mentdesk MSP Solution can manage IT Assets and Support services efficiently.



98400 46223

Sales



80482 60851

Toll Free



contact@mentdesktechnologies.com

Email