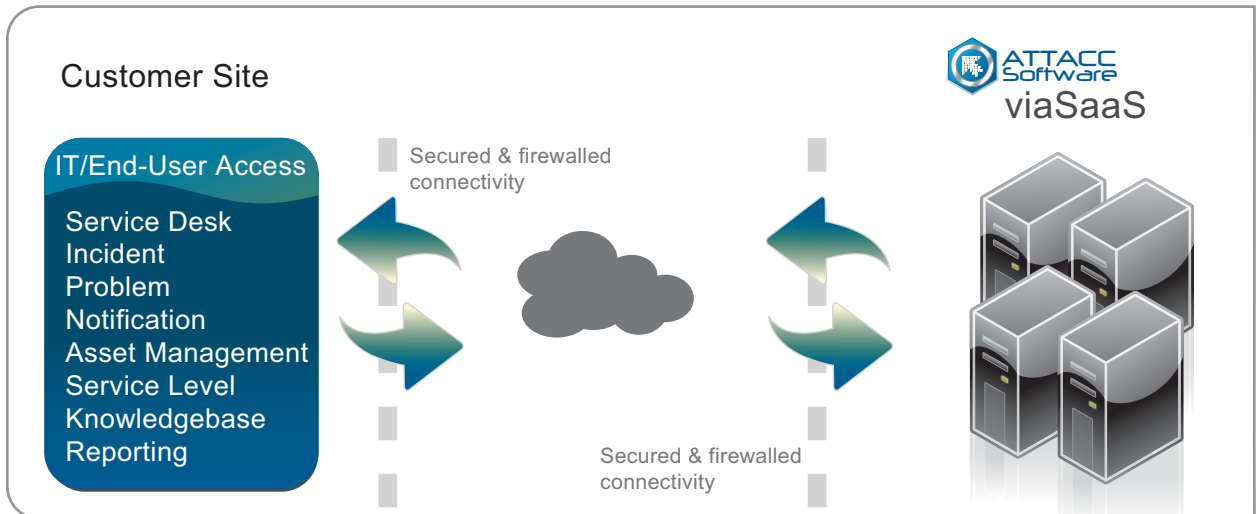




Discover the service desk software that delivers the right solution at the right price!

Why? Complete capabilities without the costs

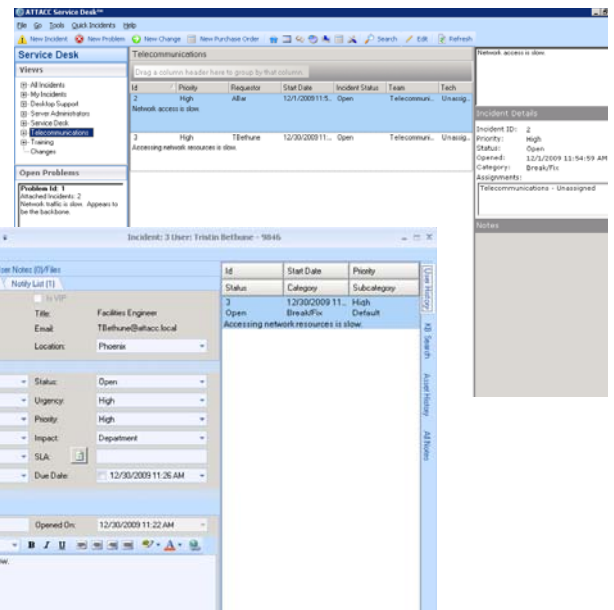
- The ATTACC hosted solution offers all of the benefits without the overhead.
- Unlike other solutions, ATTACC SaaS includes a Full 32 bit console, E-mail integration and Active Directory and LDAP.
- The ATTACC SaaS Solution does not require you to sign long-term contracts or purchase additional equipment - all costs are inclusive!
- Easily convert to an on-site solution based upon changing business requirements
- Focus on your business because we take care of the infrastructure requirements, maintenance and upgrades!



ATTACC viaSaaS delivers total functionality

Hosted as a service and provided securely across the internet, ATTACC delivers a major leap in service desk functionality for every company because the integrated all-in-one solution reduces call volume and expedites issue resolution.

The advanced Service Desk solution provides end-to-end issue resolution between your support staff and your end-users. The self service portal offers an intuitive experience for end-users so they can easily self-diagnose their issues or contact support personnel to help them with issues. The extensive reporting and notification capabilities allow IT personnel to track requests throughout the issue lifecycle.



Key Features

ATTACC v5.0

End User Incident Submission/Management

- Search Knowledge Base articles prior to submission
- Submit Incidents to the Service Desk via e-mail
- Manage Incidents so end users can review status, add notes or attachments

Routing Rules

- **Rules Based Auto Assignment:** Automatically assign predefined work flows based on flexible business rules (i.e., an Incident can be submitted under a particular category, asset type/item, etc.)
- **Auto E-mail Notifications:** Sent to the person or group when assignments are created, updated or completed

User Defined Fields

- Customize the Incident forms with specific type-based information (i.e., category, asset type/item, etc.)
- Add multiple fields and set positioning

Remote Control

Integrate with remote control tools: Utilize any remote control tool directly from the Incident window

Automatic E-mail to Incident Processing

- Monitors or filter an e-mail account to automatically add or update an incident from the e-mail message

Active Directory /LDAP Integration

- **Import Users:** Easily configure filters to select which users will be imported on a schedule or on demand
- **Mixed-mode Authentication**

Asset Management

- **Asset Types:** Define multiple types of assets (PCs, laptops, servers, PDAs, Cell Phones, network equipment, office equipment, etc.) and their attributes
- **Import Assets:** Import assets from external data sources with the Universal Data Connector

SLA - Incident Notification/Escalation

- **SLA Triggers:** Apply specific criteria to Incidents
- **Escalation:** Auto escalate/re-assign
- **Notifications:** Automatic e-mail notifications are sent to assigned Service Desk personnel/management if an Incident is not closed or reviewed within the allotted time

Integrated Knowledge Base

- **End User Self Help**
- **Dynamic Knowledge Base Search:** Automatic searches the Knowledge Base as the Incident is being edited
- **Incident to Knowledge Base Article Creation**
- **Quick and Easy Knowledge Capture:** Approval process allows Service Desk staff to quickly approve or create a formatted and categorized Knowledge Base article

Reporting

- **Built-in Reports:** Standard pre-built reports are included
- **Report Scheduling:** Send to a PDF or attach to an e-mail

Quick Incidents

- **Quick Incidents:** Create custom Incident templates
- **Publish Quick Incidents:** Publish predefined Incidents to end users

Automatic E-mail Notifications

- **Confirmation Receipt To End Users**
- **New Incident Submissions**
- **SLA Notifications**

Time Management

- **Due Dates:** Shows deadlines for Incidents or Problems
- **Time Tracking:** Track time spent working on each assignment by Team or Technician
- **Business Hours & Holidays:** Define business hours to be used in Incident and Problem management

Database Support

- Microsoft SQL Server 2000/2005/2008
- Microsoft SQL Server 2005/2008 Express Edition (with Advanced Services)



For more information:
Call: 877.624.8311
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