

## Transform your Help Desk into a faster, more efficient system that benefits the whole business with Agiloft Help Desk Management.

In a typical Help Desk scenario, an employee's access to a business application stops working. She sends an email to the Help Desk inbox and hopes for an eventual response. When she doesn't hear back, she's not sure whether her email has been read and actioned, or whether it's 'fallen through the cracks'.

Properly configured Help Desk Management software adds value not only to this process, but to the organisation as a whole. Employees receive assurance that their support request will be looked into and Help Desk Managers gain control over the speed and efficiency of their workflows. Overall, the entire enterprise benefits with increased up-time for employees, better productivity levels and transparent reporting tools for management.

### An award winning solution

Awarded "Best Overall Value" three years in a row by Info-Tech Research Group, the Agiloft Help Desk platform includes an adaptive business rules engine, graphical workflow editor, centralized knowledge base, and granular searching and reporting. With these powerful tools, SaaSAM can customise and automate your help desk's behavior to match your company's exact business process.

We also include the natural extensions of the Help Desk right out-of-the-box — to manage change requests, projects, timekeeping, customer surveys, and assets. Turn these functions on or off as desired at no extra cost.



#### Close Tickets Faster

Close your Help Desk tickets fast through configurable ticket assignment and escalation rules that alert you to blockages and proactively escalate issues when necessary.



#### Improve Service

Improve consistency and control with workflow automation that guides Help Desk technicians through your preferred processes, automating emails and other backend actions.



#### Minimise Interruptions

Minimise interruptions with a 24/7, self-service portal that allows employees to report issues or request services online. A dynamic knowledge base, complete with full text search, provides answers to common issues.

## Agiloft Platinum Partner for Australia, New Zealand, SE Asia and the United Kingdom.

SaaSAM is proud to be an Agiloft Platinum Partner for the Australian, New Zealand, SE Asian and UK regions. We've been utilising Agiloft for clients since 2011 and the adaptive enterprise-class technology platform is 'the engine' behind a number of SaaSAM's applications.

U.S. based Agiloft is an internationally recognised provider of web-based agile business process software and consistently rates highly in independent business software reviews. Focused on mid to large companies that need robust automation, Agiloft provides deep and rapid customisation that easily adapts to serve a wide range of vertical industries. Founded in 1991, the company has achieved steadily accelerating growth and today has over 2.5 million users depending on Agiloft to manage their Service Desk, Contracts, Assets, Repairs, Changes, Billing, CRM, Regulatory Compliance, and custom processes.



Something we love about Agiloft is that the company provides an unconditional 90 day guarantee. They understand that the success of their business depends on total customer satisfaction, so they won't charge a cent if you are not absolutely delighted with what the product can do for your organisation.

**Get in touch, request a demo or  
sign up for a free Agiloft trial.**

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### Limitless Adaptability

The highly adaptive Agiloft engine allows you to easily modify and extend the system to automate business processes without the need for programming. You can define an unlimited number of custom workflows, business rules, groups, teams, tables, fields and relationships. You can configure the system to satisfy your exact needs, using just your browser; and entire new functions can be added and related seamlessly to the out-of-the-box tables in just a few hours.

### Fully Custom Interface

The entire interface is in your control with your choice of colours, fonts, logo, and text, and you can create entirely custom interfaces using the end user portal template engine. Over 70% of the brain is devoted to visual processing, so why not make your important customers feel at home by providing a look and feel that dynamically adapts based on their login?

### Total Security

An independent security firm executes regular audits of the Agiloft hosting infrastructure and application software; and in keeping with the firm's core principal of transparency, Agiloft publish the results for clients to review. Thanks to the sophisticated security model, your staff, customers, partners, suppliers and affiliates can access the information appropriate for them 24/7 with full security, and you can enjoy a 360 degree view of your business. The system supports unlimited custom groups and provides fine grained access control down to the record and field level for complete process and data access control.