Issuetrak, Inc.

Reduce Ticket Volume with One IT Support Solution

Solve Your Greatest IT Problems with Software and Automation.
Boost ROI, Track Assets, and Manage IT Help Desk.

issuetrak

issuetrak.com

The Problem

Blockades in organizing IT requests or prioritizing tasks lowers job satisfaction, increases frustrations, and slows teams down. Software relieves the pressure offering premium automation features to keep IT teams on top of it all.

Solution: Make software your ally

IT help desk software is an easy, cost-effective solution to digitize and automate any IT ticketing process. With the ability to configure your own processes and workflows, IT teams optimize their output and accomplish more with less overhead.

Problems IT Help Desks Face
AND HOW TO SOLVE THEM

Getting organized

Without a streamlined ticketing solution, IT requests easily get buried. Software provides an efficient way to prioritize urgent tasks, speeding up IT teams and improving total productivity and ROI across the company.

Communication

Wait times, email threads, missing contact information - getting a status update on a request can be a frustrating experience. Software transforms user experiences with automated alerts, status, reporting for visibility, and more.

Keeping cool under stress

With so many items on your plate, it's easy to get frustrated. IT teams deserve job satisfaction. Software provides much-needed gratification by eradicating inefficacies in IT help desk processes.

Teamwork

IT help desk teams can get siloed in their own projects. Tunnel vision often disrupts the efficient flow of solving IT issues. Software helps unclog the pipeline, speeding up resolution time, lowering ticket volume, and delighting users.

Spotting trends

Keeping tabs on maintenance history and documenting user correspondence lets teams audit what did and didn't work over time, making for improved performance at the individual and organizational levels.

"Issuetrak has saved me thousands of hours."

Sourceforge Reviewer

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COMPLIANCE. ACTION. CONTROL.

10 Support Functions in Issuetrak to Help IT Teams Thrive

Receiving and fulfilling IT support requests demand a lot of effort from IT teams. IT Support and Management software helps IT teams excel in their workflows, resulting in higher resolution stats.

Business Relationship Management

Capture data points on customer issues with user-defined fields and our Custom Record Table.

Finance Management

Build reports that collate data from issues so you can assess risk and improve your service strategy.

Service Level Management

Design a list of services or hours with our Billing module. Define business support requirements with service level agreements.

Design Coordination

Task Management keeps teams collaborative and on track. Surveys assess the current user experience.

Change Evaluation Mangagement

Vet data with UDFs & custom forms. Ensure process completion and consistency with tasks.

Knowledge Management

Easily build a knowledge base from existing tickets. Make onboarding and training a breeze.

Incident Management

Take advantage of powerful status automations, incident escalations, and out-of-the-box categorization.

Problem Management

Omnichannel problem logging and auto-assignment for expert resolution at any stage of your process.

IT Service Review

Assess performance with custom reports. Grow from valuable feedback with custom surveys.

CSI Initiatives Management

Ensure compliance with agreed-upon initiatives. Use KPIs to monitor and troubleshoot performance.

PROBLEM SOLVED!

A property firm, a healthcare compliance company, and a transportation organization all benefited from Issuetrak's IT help desk management. It was time to move on from spreadsheets or email and digitize their ticketing and asset management!

"2-4 times faster"

"Issuetrak is cutting 75 percent of the time I used to spend on customer support requests. I get hours back in my week that I can spend on getting new business."

President of a technology enterprise
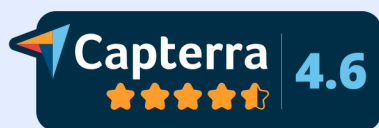Issuetrak customer

75%
reduction in ticket volume

2-4X
faster ticket resolution

Capterra **4.6**
★★★★½

CHALLENGES ⌄

For far too long, these IT teams struggled with tracking and reporting on locations and assignees for 30K+ assets. Unable to formalize their procedures or obtain reliable metrics for self-improvement, they couldn't keep up with the demands thrown their way. They feared the learning curve of a new software system would slow them down even more.

SOLUTIONS ⌄

Issuetrak's personalized implementation quickly quelled any fears of learning new software functions, as our experts were able to help the IT teams configure functions to match their core processes. These companies could immediately put their renewed operation into action, solving problems 2-4 times faster than before.

Seamless Email-to-Issue Automation for Clean Resolution

Robust Reporting for Metrical Improvement

Total Visibility with Asset Management

BENEFITS ⌄

1 **Nothing slips through the cracks: Automation Workflows**
Leave time-consuming spreadsheets and ineffective email behind. Configure triggers to ensure tasks are automatically in the right expert's hands so they can take action, meet SLA requirements, and maintain consistent, transparent communication and collaboration.

2 **Stay in control: Scheduled Issues and Advanced Reporting**
Automatically submit issues on a scheduled basis with a predefined subject, description, issue type, etc. to remind IT teams about backups, disaster recovery tests, and more. Optimize issue type and subtype categories to get the report data you need.

3 **Never lose sight: Asset Management**
Get full visibility over every asset to reduce IT risks, from laptops to non-PC assets to fleet vehicles. Lower IT costs with a fully integrated asset tracking and help desk ticketing system.