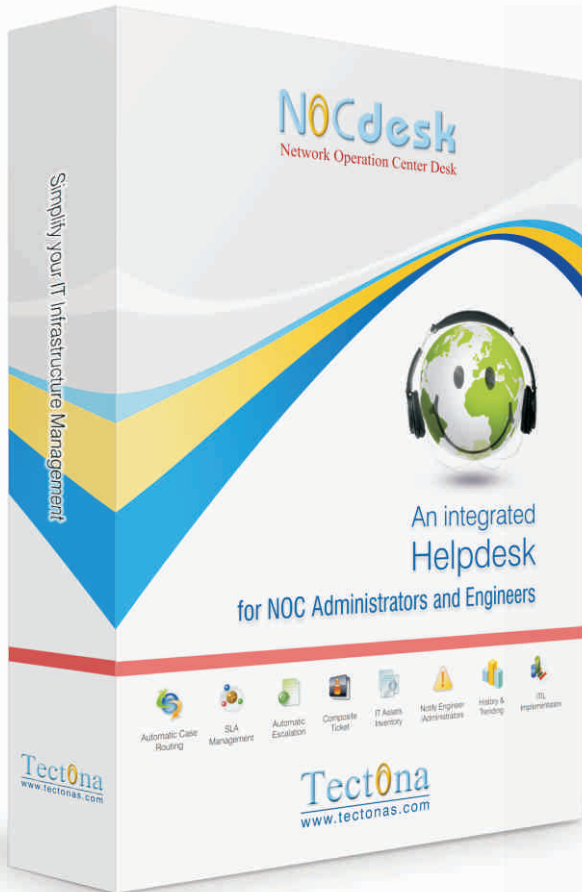


NOCdesk

Network Operation Center Desk

An integrated Helpdesk for NOC Administrators and Engineers



Control your IT support



Automatic Case
Routing



SLA
Management



Automatic
Escalation



Master
Tickets



IT Assets
Inventory



Notify Engineer
/Administrators



History &
Trending



ITIL
Implementation

Tectona
www.tectonas.com

Every day, your Information Technology Team faces competing challenges. On one hand, they must adapt to constant change and greater complexity of IT systems and business processes. And, on the other hand they have to meet and exceed the IT service expectations of your users. The key to addressing these challenges is to implement an easy-to-use, flexible and effective IT service and workflow management system.

NOCDesk is a comprehensive and fully integrated IT service management system.

With NOCDesk, your IT Team can deploy consistent, integrated IT work processes across every part of your IT organization. NOCDesk will empower your IT Team to resolve IT service issues faster and more effectively. And, your IT Team can deliver improved service levels, control costs and much more.

Automatic Ticket Routing



Assign Service Requests/Tickets to IT Support Team based on the type of request, profile of the users, expertise of the IT Support Team and the warranty status of the equipment.

Auto Notification



Automatically notify Engineers, Supervisors and Administrators when new service Tickets are generated or on change in status of service ticket.

SLA Management



Ensure SLA compliance across the organization. Create SLA Rules, identify SLA breaches and report SLA penalties from a single console.

Master Tickets



Simplify complex IT workflow management with Master Ticket. A collection of simple tickets, each with its workflow, task, time, dependencies and assigned to specific IT teams. User just raises a single Master Ticket and this will automatically create and assign service tickets to the correct teams to execute and close the request.

IT Assets Inventory



View the Hardware and Software inventory and the current configuration of the Desktop/Server/Device for which a service request/ticket has been raised.

Automatic Escalation



Escalate requests to the next SLA Level on SLA breaches. Automatically notify all the stakeholders of the service ticket of the SLA breach and escalation.

Workflow Templates



Define IT Workflow, stakeholders and procedures to implement IT workflow and decision processes.

Convergence Gateway



Integrate your IT workflow directly to mobile, voice and telecom systems. Your Users, Engineers and Administrators now can create, view/track and analyse their tickets & status from mobile phones, telephones, emails and SMS.

History & Trending



Complete workflow of Service Ticket for trending and post-mortem analysis. NOC personnel can also build their own BI reports.

ITIL Implementation



Simplify and Accelerate ITIL rollout in your IT Environment with pre-defined ITIL Templates. Customize these ITIL Templates to deploy Best IT Practices to suit your IT Workflow.

Admin + User Profiles

Device & Asset Status

Policies + SLAs

NOCdesk
Network Operation Center Desk

IMPROVED IT Support Management

IMPROVED IT Support Efficiency

IMPROVED SLA Tracking

Lower IT Cost

COMPATIBILITY: OS: Windows Server 2003/2008, **Scanning Technology:** WMI, **Database:** MS SQL Server, ORACLE and MySQL.

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