Dexterra Help Desk

Incident and service management from the field.

As the Help Desk administrator for your organization, you play a vital role in keeping your organization’s critical business systems running smoothly. Your field engineers are an essential component to this equation. With Dexterra Help Desk, you will equip your field team with all of the essential service ticket, history, parts ordering, and customer information they need directly from a mobile and/or wireless device.

In an effort to streamline the help desk process, Dexterra Help Desk is an effective tool that eliminates paper-based systems, provides access for the field to essential resources (like knowledge bases and product guides), and eliminates redundant data entry. Dexterra Help Desk readily integrates with your existing help desk data systems, such as Remedy, Maximo, SAP, Siebel, and Clarify - to name a few. With information accessible at their fingertips, your field technicians will provide a higher quality of service and get the job done quicker and more efficiently. To the IT professional, this means reduced operational costs and satisfied customers.

Unique to the market, Dexterra Help Desk is a TransApp™ (short for Transactional Application). Each Dexterra TransApp is built to solve a specific business problem. As such, TransApps combine concise design, ease of use and a low price point, making them a great value for any business. As your business needs grow or change, additional TransApps can be assembled together to automate more parts of the business process. With Dexterra TransApps, you get the most cost effective means to implement a mobile solution that will provide value to your business for years to come.

Dexterra Help Desk is powered by the Dexterra Concert™ platform, an innovative standards-based architecture that has been built from the ground up to administer the complexities surrounding mobile solutions. Dexterra Concert includes all of the functionality and tools necessary to effectively manage the flow of information to and from the office without buying and integrating additional components.

What It Means For You:

- Expedited service in the field
- Increased quality of service
- Improved visibility into incident support and resolution
- Better equipped field support engineers
- Streamlined Help Desk process
- Reduced operational costs

Reduce the complexity of providing critical business systems support from the field with easy to assemble TransApps that quickly connect to your help desk.
Essential Product Features:

- Application quickly captures resolution and service data
- Flexible architecture easily connects with existing back office help desk management systems, including Remedy, Maximo, SAP, Siebel, and Clarify
- Effectively delivers service ticket, incident and customer information
- Enables fast ordering of parts and inventory management
- A variety of adapters provide access to service agreements, knowledge bases and electronic manuals
- Presents an intuitive user interface that is easy to learn and fast to adopt

Valuable Benefits:

- Ensure accurate incident field reporting
- Close cases more quickly resulting in lower administrative costs
- Increase the quality of help desk customer service
- Improve management visibility
- Improve field worker productivity by saving time per job and minimizing data entry
- Eliminate paper-based tracking/ordering processes
- Greatest ROI as it integrates into other Dexterra TransApps

Contact us today to experience Adaptable Mobility.

Dexterra Worldwide

Dexterra, Inc. - Headquarters
21540 30th Dr SE, #230
Bothell, WA 98021
United States
Office: +1 425 939 3100
Fax: +1 425 415 1225
E-mail: mobilize-me@dexterra.com

Dexterra - Europe
3000 Hillwood Drive
Hillwood Business Park
Chertsey, Surrey, KT16 0RS
United Kingdom
Office: +44 193 289 5444
Fax: +44 193 289 5445

Dexterra - Canada
55 York Street, #1500
Toronto, ON M5J 1R7
Canada
Office: +1 416 363 0303
Fax: +1 416 368 6263

Dexterra - Asia Pacific
Level 39, 2 Park Street
Sydney NSW 2000
Australia
Office: +61 1300 662 705
Fax: +61 (2) 9004 7070

Dexterra - Middle East
Dubai Internet City
P.O. Box 118633
Dubai, UAE
Office: +971 (04) 362 6312