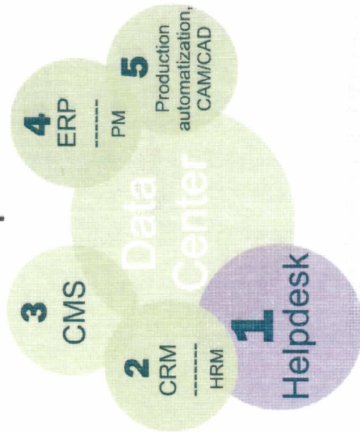


Information system

Effective organization | Effective resource management



Why

a helpdesk system is the №1 system for the organization

During the interaction between employees inside an organization and with contractors a huge massive of short-term tasks is created. Only a helpdesk system can provide for operative management of current tasks and interactions between employees and clients alike. The absence of such a system could seriously impair the effectiveness of all other elements of an organization's information system (#2-5).



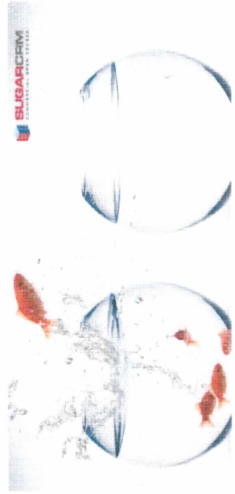
WARNING!

Project Management systems and ERP systems are not designed for handling the mass of short-term tasks and operative management.

Neither can this be solved with a content management system.

The solution are specialized helpdesk systems or CRM-integrated task modules.

Introduce yourself to helpdesk with applications like SugarCRM и OTRS



SUGAR CRM

SugarCRM offers **fully functional and user-friendly** module to control tasks, meetings and calls.

The tasks are connected to information about documents, contractors, deals, projects, and bugs.

This system is universally scalable and can be used in **any organization**.

it's great advantage is that the task module is integrated in a **full CRM system**.



WWW.LAB321.RU

Demo available on web-site!



The Ticket People.

((otrs))

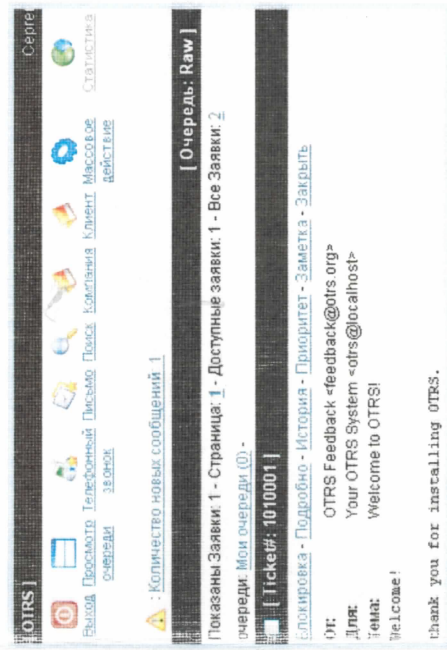
OTRS

Open Ticket Request System

This solution is designed for dealing with a **large flow** of tasks or client requests.

The OTRS ticket request system allows you to control the mass of tasks, calls, fax messages and e-mails.

The system is **specifically adopted for IT departments** with the **ITIL standard**.



Demo available on web-site!

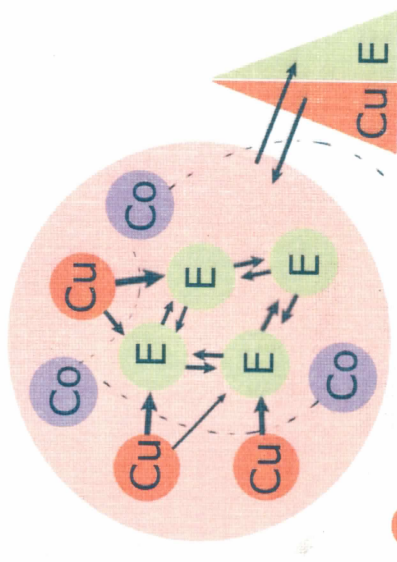


R

Requirements for a helpdesk system:

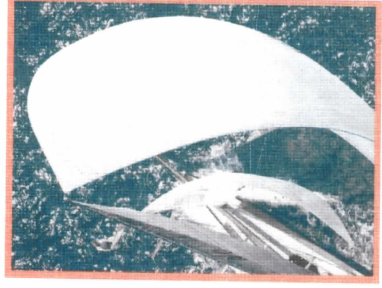
- controlling and managing all current task attributes: the client, the responsible person, the terms and the urgency level through the common repository
- tracking the workload of helpdesk users
- a unified system for employees and contragents

Organization



Cu Customer
E Executor
Co Controller
→ Task

Contragents



L

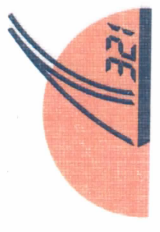
Laboratory Systems 321

- offers consulting and personnel training needed to install and operate a helpdesk system
- offers installation and all maintenance services for the software
- offers a demo-version of the system through the company website

Contacts

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 IT systems of your success

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