

The importance of IT has never been greater. No longer are you simply managing an IT infrastructure – you are steering the success of the whole business.

At the heart of your IT operations is the Service Desk – the face of IT to your customers. Empower your Service Desk with an integrated solution that allows you to move from fire-fighting to proactive service provision.

Let assyst drive your IT Service Management success.

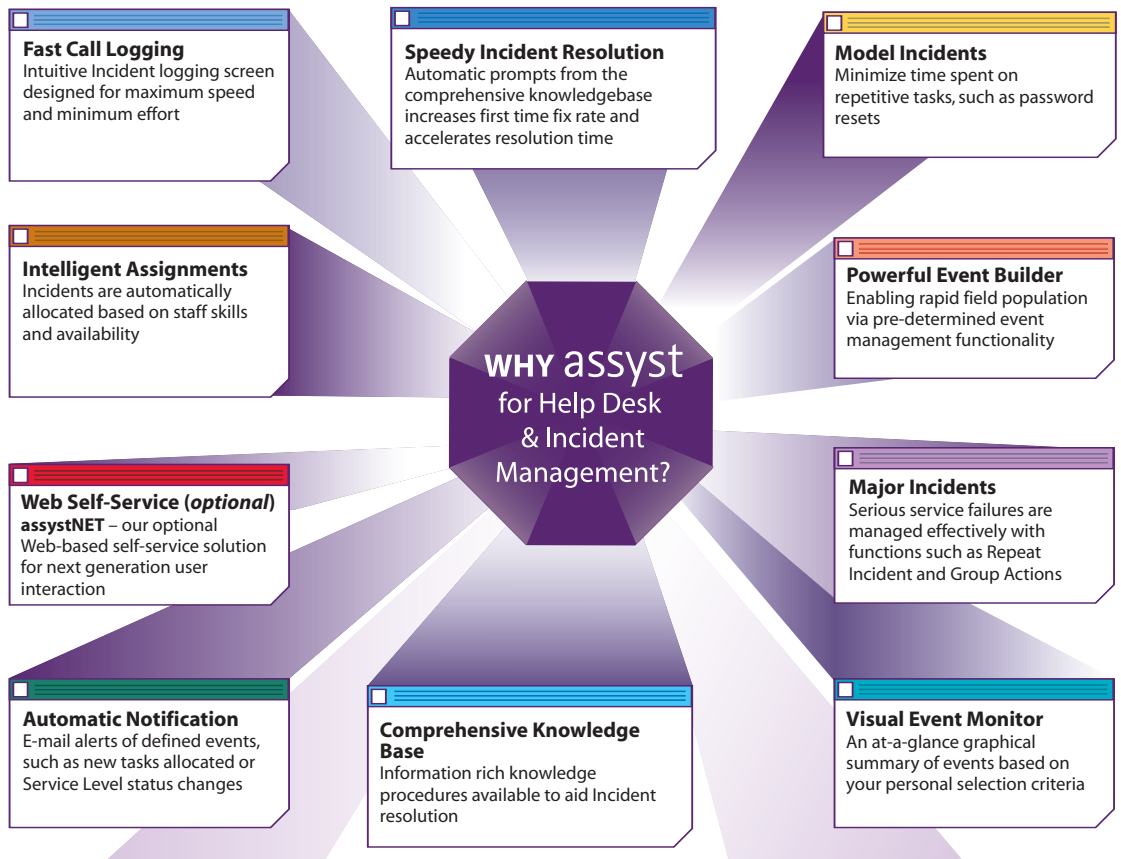


assyst is a Help Desk & IT Service Management solution supporting all ITIL disciplines in a single integrated and out-of-the-box product. Placed at the hub of your IT operations, assyst brings an unprecedented level of consolidation and cohesiveness to your IT Service Management.

- Dynamic User Interface**  
 A user-friendly and configurable interface, available in a number of deployment options
- Management Information**  
 Advanced reporting capability offered through a combination of out-of-the-box reports and ad-hoc reporting
- Seamless Process Flow**  
 Automatic link with associations to Incidents, Problems, Known Errors, Tasks and Changes
- Enabling security and privacy**  
 Ability to segregate and target defined user groups

"assyst was the first choice of all of the stakeholders - a unanimous decision. Not only is assyst ITIL-compliant and Pink verified but it is a fully integrated solution covering all disciplines."

Canadian Tire



assyst for Help Desk & Incident Management offers you the following benefits;

- ▶ Consistent processes for call logging and resolution
- ▶ Reduced costs through increased first time fix rate
- ▶ Improved service response, communications and resource management
- ▶ Improved staff retention and morale
- ▶ Increased confidence in IT systems and services
- ▶ Increased customer satisfaction
- ▶ Rapid resolution through centralized knowledgebase



## Rapid Deployment

assyst is a configurable solution that will satisfy all your IT Service Management needs right out-of-the-box, enabling you to get up and running quickly.

Axios Systems also provides a wide range of services to speed up your deployment process and help you get the most from your investment. Select from Consulting options including project scoping and analysis, technical consulting, training, product migration, and integration consulting. In addition, all Axios Systems staff are ITIL qualified to ensure a Best Practice implementation and ongoing support of your assyst solution.

## True Service Desk consolidation through powerful integration

assyst offers unrivaled connectivity via a wide range of plug-in adaptors which enable assyst to interface to any external application.

For example, assyst can interface with network and systems management software by automatically accepting incidents triggered by such systems. By bridging the gap between business and technical management of networked IT systems, assyst offers an unprecedented level of cohesiveness. As a result, Service Desk staff can proactively manage network and system events, and pre-empt problems before they result in service degradation.

Typical Incident Management Lifecycle



## assyst and ITIL® (IT Infrastructure Library)

ITIL has developed into the most powerful and widely accepted set of guidelines for achieving Best Practice in IT Service Management. Comprised of a framework of successful approaches for achieving business success, ITIL helps organizations improve service delivery and reduce the cost of IT operations.

Axios Systems was the first Help Desk & IT Service Management software vendor to adopt the ITIL framework, and have pioneered assyst as the original ITIL solution.

assyst™

The world's most advanced ITIL - Help Desk & IT Service Management solution

for more information visit [www.axiossystems.com](http://www.axiossystems.com) or e-mail [assyst@axiossystems.com](mailto:assyst@axiossystems.com)

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