



VI Service Desk | A High Performance Lotus Domino and Fully Web Enabled IT Help Desk



IBM Lotus software

Quick and Easy Access

- The VI Service Desk is a Portal (Tab) driven solution that provides easy access to critical information and tools in a quick and intuitive environment.

Faster Resolution Times

- Application response time for initiating a service request is unparalleled. This combination of speed, stable architecture, and user friendly interface serves as a catalyst for swift and dependable service.

Installation in less than hour

- Installation of the VI Service Desk can be performed in under an hour with a dedicated analyst on hand to guide you through the process from start to finish. Once the installation is complete a scheduled follow up is performed to ensure that the VI Service Desk is functioning according to your needs and expectations.
- Technical Support is 24 hours – 7 days a week.

Gentle Learning Curve

- Understanding how the VI Service Desk works is very simple. It's intuitive nature and well organized interface makes learning quick and easy.
- Context Sensitive Help is available throughout the application for quick reference, in addition to a comprehensive Installation Guide.

Staying on Track

- Scheduled Escalation Triggers, Reminders and fully integrated Service Level Agreements provide the tools to not only meet service standards, but to exceed them.

The VI Service Desk is a true **breakthrough** in the IT Service Request and Incident Management arena.

Designed using Lotus Domino's latest tools and design methods the VI Service Desk is an extremely light and scalable solution. Comprised of one easy to install file with no additional plug-ins, you can be up and running in under an hour. Developed to meet the needs of organizations ranging from small to enterprise level, the VI Service Desk is also backwards compatible, offering flexibility across mixed Domino Server and Client Workstation environments.

Fully Web and Client Enabled

The VI Service Desk is also fully web enabled; extending analyst and client access to virtually any location. Ask us about authenticating with **Active Directory**.

A Central Point of Contact from initial inquiry to Resolution

The VI Service Desk provides End Users, Analysts and Managers a central access point via the End User Self Help or Analyst Home interface to effectively manage/submit an incident or service request.



Service Ticket Highlights

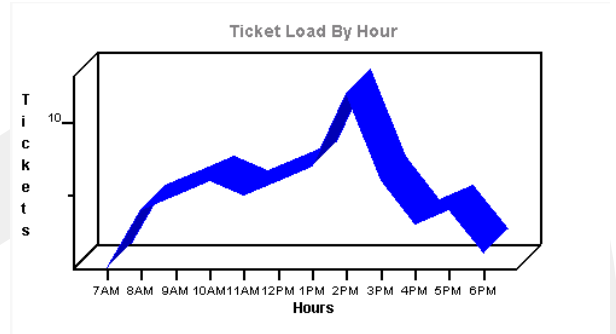
- Bi-directional Correspondence** feature for rapid and fully documented communication between Analyst and End User
- Instant Messaging** with users to gather information real time
- Mail-in Capabilities** – users can send an email for auto-creation of ticket and assignment to proper resources
- Automatic Task Assignment and Approval Workflows** – to ensure the appropriate resources have been assigned
- Dynamic Knowledge Base Search Capabilities** (Self Service Support) – for both End Users and Analysts
- Comprehensive Audit Trail** – to promote compliance with **Sarbanes Oxley Act and other Auditing Procedures**
- ITIL** – support ITIL processes by utilizing the VI Service Desk's Priority based Automatic Escalation and Service Level Agreements.

VI Service Desk | “Tracking trends and taking action.”

Measurable Trends and Forecasting

With new technologies, frequent organizational change and the demand for better service in a timely and cost effective manner; reporting is paramount in serving as an accurate benchmark and to justify future change.

The VI Service Desk provides reporting for every support level; ranging from high level managerial charts to analysts tracking their current assignments.



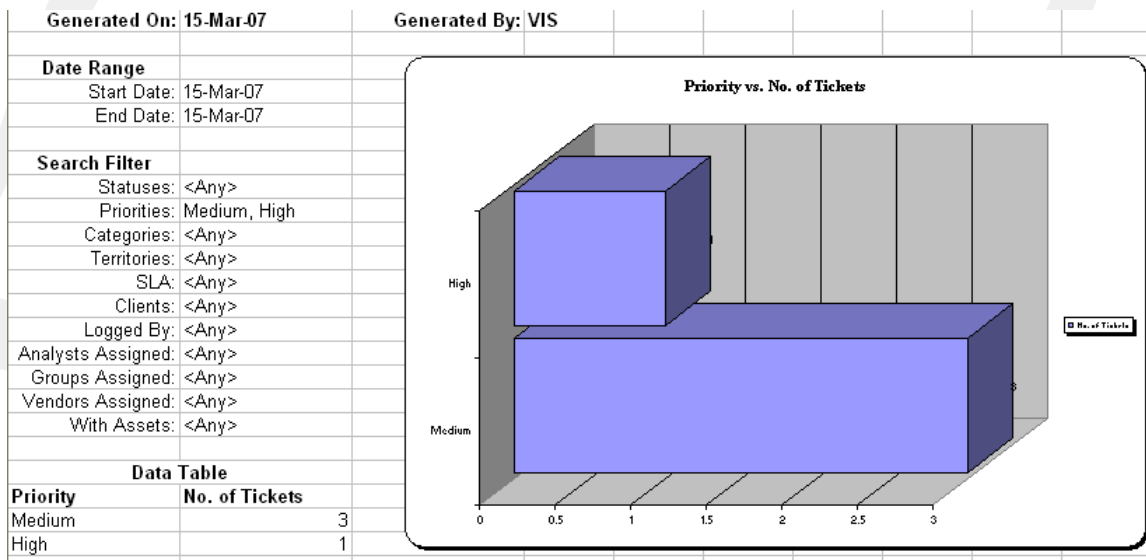
End Users receiving support are also able to view the status of their inquiry or service request at any time via the End User Self Help Interface. Surveys can also be submitted; providing you with critical feedback.

Flexibility and Control through a powerful Ad Hoc Reporting Engine

Velocity Integration’s specially designed Reporting Engine provides extremely accurate and flexible report generation. Specific date range intervals and an entire array of criteria can be chosen to create the precise report you are seeking. All reports, charts and views can be easily exported into an Excel format for added portability and further modification.

Advanced Ad Hoc Charting Reports for Excel

To help easily track and forecast future trends, the Excel Ad Hoc reporting engine provides the ability to select a wide range of Service Ticket criteria and parameters to be displayed on both the Y and X axis.



Evolving with your organization

Having access to informative and relevant reporting is important, but equally vital is having the tools to adopt and take corrective action based on past trends and forecasting. This is why the VI Service Desk provides features such as **‘Smart Service Level Agreements’** that can be integrated within your Escalation Rules to help promote a pro-active service environment. Analyst Profiles and Analyst Groups can also be configured for **auto-assignment** to a Service Ticket based on the **criteria of your choice**.

Automatic Task Assignments, Service Scripts, Approval Processes, Dynamic Fields, Ticket Classification can all be utilized to ensure every incident or request is addressed in a consistent and comprehensive manner.

VI Service Desk | “Hardware and Software Management”

Track – Manage and Update IT Asset Data

- **Track** and maintain software licenses purchased and in use
- **Consolidate** software versions for more accurate reporting
- Submit **Work History** for Hardware Assets
- Track past user’s assigned to workstations
- **Comprehensive history** of software that has been installed and or removed

Save time with the VI Asset Discovery Module

- **Automate** your Hardware and Software inventory process
- **Take control** of the workstations you would like to poll by specifying an **IP Range**

Basic Info	Assignment	Specifications	Purchase/Maintenance	Installed Software
Operating System		Microsoft Windows XP Professional		
Memory		526.462976 MB		
Processors		GenuineIntel 2793 MHz, Model 4, Stepping 1		
Logical Drives		GenuineIntel 2793 MHz, Model 4, Stepping 1		
		D: CD-ROM Disc		
		E: CD-ROM Disc		
Hard Drives		IDE 39999 MB		
MAC Address(s)		00:13:20:44:8F:43		
Network Adapter(s)		Intel(R) PRO/100 VE Network Connection		
Display Adapter		Intel(R) 82915G/GV/910GL Express Chipset Family MB:134		
Monitor(s)		DELL M992		
		DELL M992		

Access Asset Information from a Service Ticket

- Easily retrieve a user’s hardware and software information while remaining in the ticket

Robust Ad Hoc Reporting with Excel

- Create reports which display the exact information you are seeking based on Hardware Type, Installed Software, Operating System and more.
- Export to Excel for further refinement and added portability

‘Being able to access and generate accurate reporting on your organizations assets is critical to your bottom line, and an excellent reason to ensure that your assets are being accurately managed’

Ask about our Barcode Scanning for remote hardware inventory management and auditing.

Client Quotes

“We’re extremely happy with the service we receive from Velocity Integrations. I would say it’s the best service we have received from any IT company ever.

As soon as you make a request or have an issue, they respond straight away, as they always treat each request as a priority.

They have met my expectations and exceeded them each time. Keep up the good work.”

Hitachi Australia Ltd.
Michael Elsner
HD Operations Mgr.

“The Software Solution that Velocity Integrations has created, is ideal for Our clientele as it enables them to more effectively manage IT infrastructure at a cost benefit that is compelling.

I recommend this solution for organizations that either have or are looking for a more effective trouble analysis system.”

The Consulting Practice
Jamie Chillingworth
President & CIO

“Velocity Integrations worked closely with my staff to create a well tailored solution that was cost effective and on time.

They are always readily available to handle any questions or support requests. I look forward to working with Velocity in the future.”

Simcona Electronics
Marc Iacona
President

“I was very skeptical about ticket systems but I am now a believer in them. Velocity Integrations provides a trouble ticket system that is tightly integrated with Lotus Notes. They have been very willing to customize their product at an extremely affordable price. The system is complete and has many more features than we are currently using. I highly recommend this solution to other MILLIMAN departments in North America.”

MILLIMAN
Carl Peterson
Director of IT

VI Service Desk | “Achieving your success through Pre-Purchase and After-Purchase Support.”

Velocity Integrations is dedicated to providing unparalleled customer service and support before and after a purchase has been made. Our proactive approach and vision to develop long term relationships with our clients is evident right from the start.

>>Pre-Purchase Support Services

- **Needs Analysis** – In order to accurately determine your needs and better understand your organization (long term and short term), a dedicated Technical Consultant will work with you to help discover the most effective approach in solving your problems while working within the boundaries of your organization.
- **Custom Demonstrations** – Velocity Integrations provides demonstrations that are tailored within the context of your organizations workflow. This includes importing any sample data that you wish to be used, label changes for industry specific verbiage, and reporting that is relevant to your organization.
- **VI Service Desk 30 Day Pilot** – A 30 day pilot of the VI Service desk is provided in order to experience first hand how the Service Desk will perform within your organization. Installing a 30 day pilot is also helpful in gaining acceptance from the end user community, receiving constructive feedback, and ensuring that the VI Service Desk is the right fit.
- **Scheduled Installation of Pilot with dedicated Technician** – In order to guarantee that your Service Desk is running in an optimal manner you will be provided with a dedicated technician to guide you through the implementation process and answer any questions or concerns you may have along the way.
- **Available 24 hours/7 days a week** – Technical Support and Service is available 24 hours – 7 days a week in order to guarantee that your VI Service Desk is always running and meeting your needs.

>>After-Purchase Support Services

- **Commercial Installation (Remote or Onsite)** – Making the transition from Pilot to Commercial is as simple as turning a key. You have the option of electing remote or onsite installation.
- **Training (Remote or Onsite)** – Training classes are custom tailored to reflect your organizations culture and workflow; and can be administered remotely via Sametime or onsite.
- **Upgrades specific to your needs** – Select only the upgrade items that are relevant to your organizations needs, and Velocity Integrations will install those items.
- **Technical Support** – All of Velocity Integrations clients are provided with a dedicated analyst as a central point of contact, making support simple and effective.

Corporate Headquarters

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Intelligent Solutions through Service and Technology.™

Our mission

We understand that our clients ultimately have the answers. Our role is to facilitate a process of discovery and problem solving through service and honest communication. Our vision is both short and long term since we understand that the best solution today may not be appropriate in the future. We are dedicated to honoring your values, helping you overcome obstacles every step of the way, and achieving your success.

How do we help you succeed?

In order to solve any problem or implement the correct solution, the right questions need to be asked. We understand that every business has its own way of managing problems and allocating resources. Therefore, before recommending any solution we first perform a Needs Analysis to qualify the nature of our task at hand and then take the next logical step in providing you the right solution.

Support

Providing solutions and selling our products is just the beginning, we want to prove ourselves to you 7 days a week, 24 hours a day, by providing service and support that exceeds your expectations.

How do we support your business?

We are available via email, support@velocityintegrations.com, our support page, or simply call us direct at 518 720 3020. We are always more than happy to visit you onsite for consulting, training, software implementation, or simply to become more acquainted with your business and day to day operations. Our doors are open 24 hours – 7 days a week.