



Love Your
Help Desk



bigWebApps

bigWebApps:

If you have ever said, “You’d think a help desk would be a little more helpful,” we hear you. We designed bigWebApps HelpDesk to make life easier for the end-user, IT consultant and everyone in between.

bigWebApps HelpDesk is a friendly, on-demand help desk solution that is not only easy to set-up, learn and manage, but engages all involved in the resolution process in a way that ensures adoption with a smile.

The Customer

With bigWebApps HelpDesk, it's easy to submit a work request. I stay in the know throughout the request cycle until my issue is resolved, and I confirm it's done right. HelpDesk ensures my issue is solved efficiently, so I'm back in business fast.



The Friendly Help Desk

The Administrator

When technicians and customers are happy, I'm happy. bigWebApps HelpDesk's global view gives me visibility across our organization's support process. And with detailed routing reports, I can be confident the right person is on the job.



The Technician

Limited duplication and accurate ticket routing means I can handle each ticket without sifting through multiple requests at once. Since the issues are prioritized, I can focus on one ticket at a time. I get more done, with less hassle.



The Executive

The graphical reporting and real data let me make informed decisions and ensure accountability. Plus, bigWebApps HelpDesk can be deployed in less than 24 hours. Translated? Productivity goes up, and costs go down.



The Features You Need:



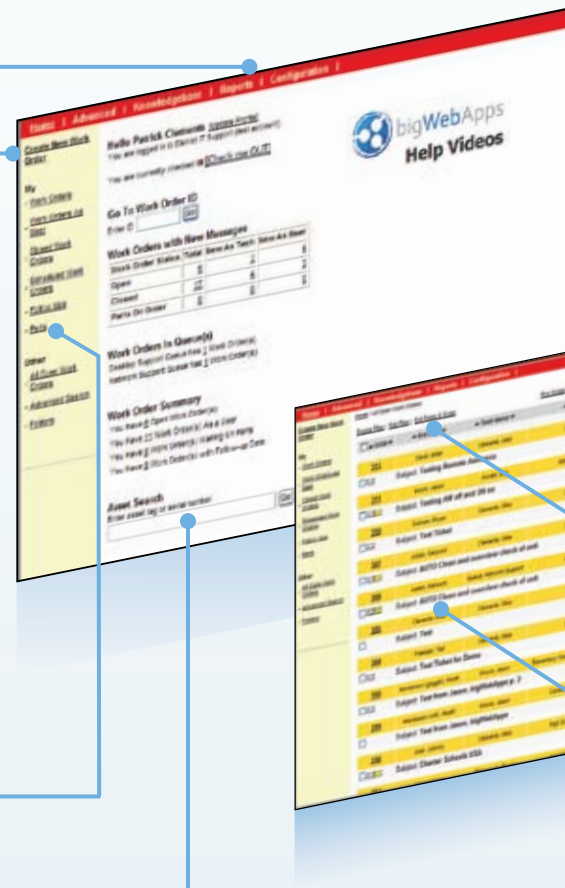
Adaptable, Accessible and Scalable
bigWebApps HelpDesk scales easily and can be quickly configured to meet most ticket routing and assignment needs. Add new functionality to your HelpDesk system to better manage your organization.



Problem? Solved.
Create a new work order that is easily submitted and quickly assigned. bigWebApps HelpDesk sends the customer immediate confirmation that help is on the way.



Parts and Service Tracking
Create a list of parts to be ordered for each ticket. Assign an administrator to receive parts requests. And stay in the loop on ordering status at any time.



Asset Management

Search for asset management records within the organization by asset tag or serial number. bigWebApps HelpDesk enables asset management reports to be generated for specific pieces of equipment.

Get the Job Done Fast

Stay In-the-Know 24/7



Check the priority level and job status of any ticket or every ticket of a particular type. Users are automatically informed if ticket status changes, and the SLA Timer allows them to accurately forecast completion dates themselves.

Easily Customizable to Meet Your Needs



Customize your HelpDesk work list view to easily manage tickets. Search and sort based on your preferences. Label multiple fields and change how they are organized to match the way you work.

Preventive Maintenance



Create preventative maintenance tickets such as tape backups or air filter changes to occur on regularly scheduled periods. No more "when was the last time...?" or unwelcome surprises!

bigWebApps HelpDesk makes easy work of these reports:

- Asset Management
- Progress
- Parts and Services
- Time and Costs
- Service Level Agreements
- Class
- Confirmation and Resolution
- Total Summary

Why They Love Their Help Desks:

“bigWebApps continues to **develop new modules for me** along the way. They have always been **very responsive** to both global and micro needs that I have encountered.”

– **Mike Ingram, Director of Technology**
Thomasville City Schools

“They mentioned our organization in a statewide meeting as the **first in the state** to submit our inventory. [bigWebApps] HelpDesk really helped us get that done.”

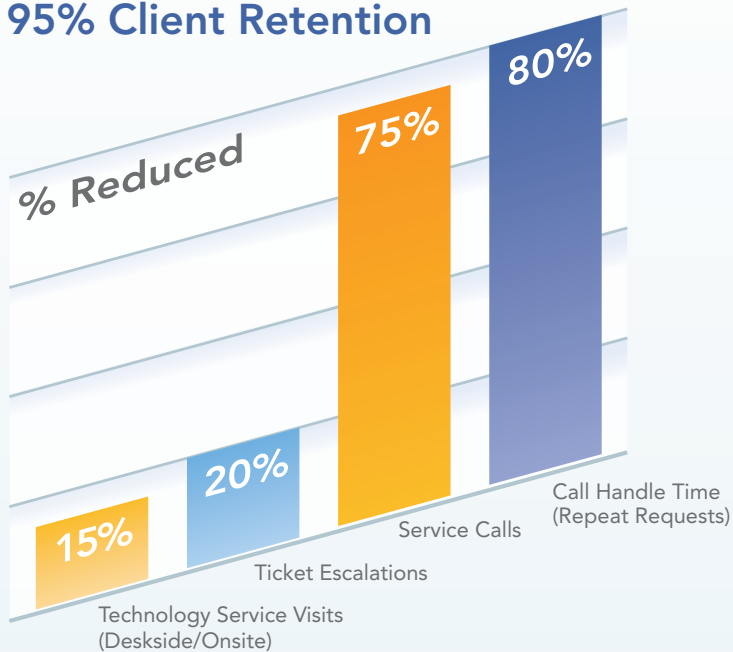
– **Shane Bennett, Technology Director**
Bacon County School District

“When we decided to utilize bigWebApps, a **true partnership** was formed. Working with these guys is what a **handshake used to mean!**”

– **Dan Bramblett, Director of Engineering**
Dolce Atlanta-Peachtree

Why You Will, Too.

The Secret Behind Our 95% Client Retention



The Added Value

- Ensures complete adoption in 24-48 hours
- Creates a standardized, employee-independent process
- Allows tools accessibility via mobile service

Start Your 30-Day Free Trial

Whether it's your first help desk or you need an upgrade, we'd love to chat. bigWebApps HelpDesk can be up and running in less than 90 minutes. For the first time, you'll *Love Your HelpDesk!*

Call **1.866.996.1200** or visit www.bigwebapps.com/freetrial to start your 30-day fully-functional FREE trial today.



Meet the Friendly Faces Behind bigWebApps

bigWebApps was started by a group of guys who'd had enough of lost tickets, frustrated technicians and unhappy customers. We needed a way to cut response times, decrease onsite visits and reduce ticket escalation, so we built bigWebApps HelpDesk. Now, our on-demand solution serves more than 100,000 users in 43 states and nine countries – and 95% of those who try it, keep it.

From IT consultants to K-12/higher education administrators, bigWebApps offers a proven help desk system that works quickly and plays well with others.

Mike Clements, Jon Vickers,
Jason Moore and Patrick Clements



For more information or to request a 30-day free trial, please visit www.bigwebapps.com.

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