



- Powerful help desk features right out of the box
  - Automate your help desk and reduce help desk costs
    - Customize to fit into your environment
    - Maximize technician efficiency

Make work easier within hours by implementing HelpTrac as your help desk solution. Automate your help desk and reduce help desk costs. This highly customizable solution can get the job done and fit nicely into your budget requirements.

*Improve the support workflow.*

*Take time into your own hands.*

*Start using HelpTrac today.*



You won't know how you worked without it.

**HelpTrac®**

*The help desk experts!*



*On the rise*

More users are calling or emailing for help than ever before. The demand for a technician's time is higher than ever and it doesn't look like it's going to decrease any time soon. It's possible that your technicians have more demands on them than there is time to complete them. You want to help your users, keep your techs organized and your boss happy. What you need is a powerful helpdesk solution that's easy to use and budget friendly.

### **You need HelpTrac.**

**Stability** - We've been in business for over 10 years. We know the industry and we aren't going anywhere.

**Experience** - Our developers are well trained in both support and development. We've heard every request and problem and can handle your needs. Our support department even gets fanmail!

**Cost Effective** - We know the economy and can work with your budget or meet competitor pricing.

**Presence** - HelpTrac runs all over the world in environments just like yours.

**Flexibility** - If you still think your workflow is completely unique, ask us how to customize HelpTrac to match your organization's needs!

## *The help desk experts!*



### Why HelpTrac?

Ok, now we've introduced the problem (*your help desk needs improvement or just plain creating*) and suggested a solution (*HelpTrac*). Now the questions begin...

#### Why should I use HelpTrac?

HelpTrac has the features you need. We've been able to filter through the "buzz words" and incorporated all the industry standards and then some. If there is something you don't see in HelpTrac, talk to us. You will be surprised how often a "nice to have" feature becomes a part of HelpTrac!

#### How do I know it is what we are looking for?

Until you test drive HelpTrac, you don't know. We urge you not to take our word for it. We're in sales, and are trained to be persuasive. Only you know what works for your company. That's why we offer a demo with test data in it for review purposes, and then a full featured evaluation at no charge. It's very easy to set up and use so it won't take more than a few days to see all the flexibility we have to offer. Just contact us for the link. We'll hold your hand as much as you need, or stay in the background and let HelpTrac speak for itself, whichever you prefer.

#### Yes, but will it make my technicians do their job?

We can't make any guarantees about your staff, but our customers tell us with the right tools, you can be sure they will be more inclined to get things done - quicker, easier, and more efficiently, improving the chance of great service, and that makes *everyone* look good.

**HelpTrac<sup>®</sup>**

*The help desk experts!*



The bottom line.

We've been in business for over 10 years. We've worked with large corporations where features were more important than price. We've worked with small shops where one person takes calls and help requests and every dollar is accounted for in the budget. Either way, we've got solutions.

Government and Non-Profit Organizations - We have numerous government entities as long-time customers, as well as non-profit organizations. We offer generous discounts to both of these types of groups.

Educational - We offer educational discounts, and have relationships with both large well known universities and small county school districts. If you want to use HelpTrac in your curriculum as others have there is no charge! (We are even in some textbooks!)

"Build-your-own" - We offer customized packages so that you only pay for the features you need! Buy what you can afford now and add more later with no down time!

HelpTrac *Elite* - An all inclusive package with the benefit of receiving any future features to guarantee that your package always has it all.

Support - There are two levels of support to choose from. Both have fast response time and both levels guarantee that you are always satisfied with our services....

**Now you have a lot of information. What are you waiting for? CALL. We can help.**

713-450-2800/800-450-6250