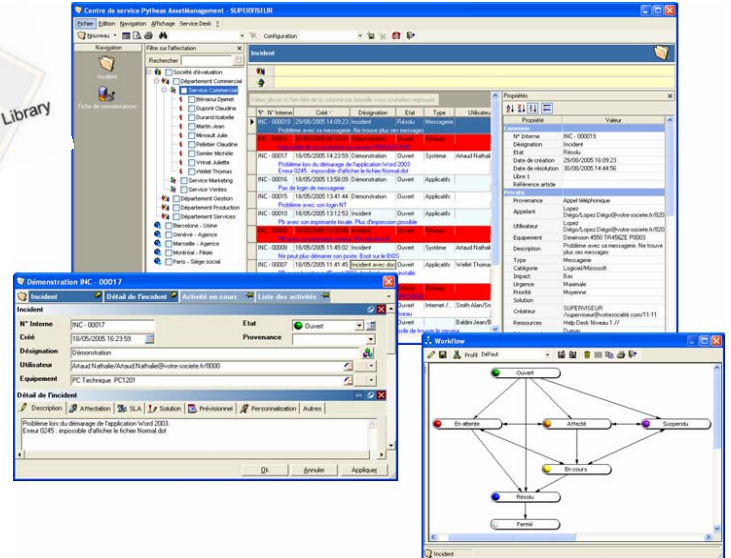


PYTHEAS Service Desk (PSD) is the ITIL solution adapted to your projects. It responds to all issues around call center implementation. It is designed for companies that process a number of calls ranging from under one hundred to several hundreds.



## A Wide Range of Functionalities

- Call center management
- Incident management
- Knowledgebase management
- Change management
- User request tracking
- Financial tracking
- Universal Gateway (LDAP, Active Directory...)
- Workflow management
- On site service call management (PDA): Mobile solution



## An Essential Tool

- **Cost control** (licenses, purchases, budgets, support, amortization, maintenance...).
- **Increased productivity** for technical support teams on their daily tasks and on major projects (deploying systems, moving equipment).
- **Improved quality of service for users**

## A Totally Integrated Solution

All functionalities are fully integrated into one single database (CMDB).



PSD is an essential tool for your technical support teams.

## A Fully Upgradeable Solution

For over 12 years, PYTHEAS has been designing adapted solutions that reflect the ever evolving needs of our clients

## An adaptable solution

- **A ready-to-use solution:** You will immediately have full range or ready-to-use tools at your fingertips (queries, reports, statistics, and intranet access). No time consuming development or configuration needed.
- **A simple to use yet powerful application:** The graphical user interface is very intuitive. The software has been designed so as to reduce the amount of manual data entry and facilitate access to information.
- **A powerful inventory solution:** Information about your software and hardware configurations can be automatically gathered through the network and inventoried in PAM.
- **A real decision support system:** The dashboard facilitates your corporate asset management process and enhances your helpdesk system.
- **A high degree of personalization:** To suit your specific corporate constraints, changes to the interface, creation of new reports and queries, implementation of new processes and definition of new types of equipment are permitted in the application.
- **A modular solution:** You can start using PAM with only the modules that fit your current needs. As your projects evolve, you can upgrade the application with other modules.
- **Full budget control:** Our solution has been designed to minimize purchase expenses while at the same time assuring a top level of performance.

## Personalized Service

**Full counseling through the lifecycle of your projects:** Thanks to our specialist partners, PYTHEAS is able to offer all types of services to support your ITIL projects (training, consulting, integration).

## SERVICE DESK

Call center management (user assistance).  
User request tracking.  
Preventive maintenance management.  
Contract management: Maintenance, lease, loan and insurance contracts.  
Service level agreement compliance tracking.  
Knowledge base.  
Change management: Deployments, movements, system migrations.  
Project Management.

## WORKFLOW AND RULES ENGINE

Process automation (alerts, workflow, cascading, movement management, automatic reporting...).

## CONFIGURATION MANAGEMENT

PYTHEAS Service Desk (PSD) uses PYTHEAS Asset Management (PAM) to offer configuration (hardware or software) management capabilities.  
Multi-company and multi-site management.  
All data is stored in one single common database (CMDB).

## AUTOMATIC INVENTORY

Multi-platform inventory (9x, NT, 2000, XP, Mac, Linux, Unix).  
Automatic information gathering: Hardware configuration (Processors, BIOS, drives, memory modules, serial and parallel ports, MAC addresses, IP addresses...) and installed software (software info, configuration files...).  
Compatible with WMI and SMBIOS standards.  
Automatic execution and rapid deployment.  
Network Discovery mode.

## MOBILE SOLUTION (PDA)

For first time inventories and barcode referencing.  
For on site service call management.

## FINANCIAL TRACKING

Tracking of various financial items: Purchase requests, estimates, orders, suppliers, finance contracts, budgets, bids, internal bills. Financial calculations: Amortization, net book value, and total cost of ownership.

## UNIVERSAL GATEWAY

Configurable interface that links to other network administration tools (SMS, Landesk, Unicenter Asset Management...), directory tools (LDAP, Active Directory), and network auditing tools.

## REMOTE DISTRIBUTION

Full integration with the markets current remote distribution solutions (SMS, Landesk, Prism Pack, Sinetis...).

## REMOTE CONTROL

Linking capabilities with various remote control tools (VNC, XP Remote Desktop, Net Op, PC Anywhere, Microsoft Netmeeting...)

## ARCHITECTURE

RDBMS: Access, MSDE, SQL Server or Oracle.  
Client/Server, thin client (TSE or Citrix) and WEB modes.  
Advanced profile-based security management.

