

# The Enlightened Answer for Higher Education



mass' Web-enabled Helpdesk Plus is the essential tool for effective maintenance management. It provides comprehensive helpdesk capabilities and service level management.

mass' Web Helpdesk has been designed with ease of use in mind. Jobs can be requested, assigned to craftspeople, tracked, updated and service levels monitored by a Helpdesk operator or the users themselves via the Web browser.

When a job is created, via the telephone or Web browser, it can be viewed, updated and closed from any database or Web client. Support for integrated log-ins and comprehensive security allows activities and reports to be targeted only to users with appropriate authorisation (Raven). E-mail notifications of work can be sent automatically.

The Web Helpdesk also provides a variety of reports, including service levels, to offer complete self-service access to customers, craftspeople or contractors.

Peter Young of King's College Cambridge chose the mass Web Helpdesk after a detailed process of evaluating other products within the marketplace. The Web Helpdesk has become a favourite solution for the Higher Education sector, time and again, because of its superior qualities of ease of use and flexibility. An additional advantage is the ability that mass, has in



tailoring the software to the organisations needs, providing a smooth transition from the old to the new system by replicating the style and appearance of the programme and maintenance workflows.

Peter's aim was to electronically enable his maintenance-requesting function so that he could more easily complete student requests on time. The Web Helpdesk will assist by streamlining Peter's operations, making it easier to receive job details and report upon trends to highlight problem areas.

Peter feels supremely confident that utilising the Web Helpdesk's easy to use job creation screen, students will be able to log on to the application, report their problems in a few easy steps and achieve a significantly better studying environment.

King's College is the latest in a long line of Higher Education institutions to realise the potential of the mass Web Helpdesk; these clients include the University of Edinburgh, University of Central Lancashire, University of St. Andrews, University of Stirling, University of Surrey, University of the Arts London and the University of Wales Institute Cardiff.

### mass Training Solutions:

mass continue to support the Kings College team with regular ARCHIBUS training. Peter commented of our trainer: "thank you for providing a most satisfactory training day", this is very much appreciated. Needless to say we were very pleased with your visit and the standard of presentation was superb."