



What's New in Help Desk Authority 8.1?

Help Desk Authority is an industry leading help desk software solution for tracking tickets and shortening the lifecycle of help desk issues. Formerly known as BridgeTrak, this easy-to-install solution enables your help desk staff to manage end-user issues and keep them from falling through the cracks. With proven scalability, user self-service, extensive customization and Web and Windows interfaces, Help Desk Authority delivers the tools that help desk professionals need the most.

New Feature Highlights for Version 8.1

Integrated Asset Management

The ability to collect and maintain an inventory of the assets on your network is an essential part of running an effective help desk. Help Desk Authority 8.1 fully integrates the new HDAsset Module which provides a means to automatically collect and store asset information on computers across your network. In addition to the HDAsset integration, Help Desk Authority 8.1 will also import asset information that is gathered through Desktop Authority. This allows existing Desktop Authority customers to work with their existing asset inventory data directly from within the Help Desk Authority application!

NEW! HDAsset Module

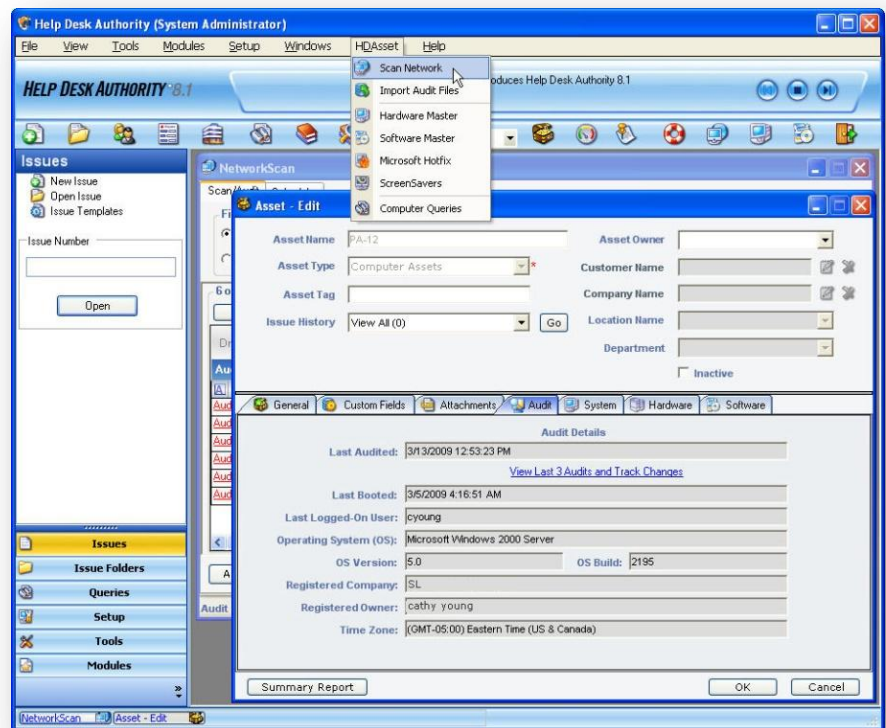
The new **HDAsset** Module allows help desks to inventory machines across their network to get a comprehensive look at both the hardware and software on workstations. This data can be used to troubleshoot and diagnose issues, and is easily attached to help desk service tickets created in Help Desk Authority. Some of the features that are available in this version include:

Agent-less Discovery of Assets –

Schedule workstation audits daily, weekly, or monthly; even run audits ON DEMAND. Run audits across an entire network or only on selected machines. Agent-less discovery means no software needs to be installed on client machines.

Associate Assets with Service Tickets – Attach audit data to service tickets in Help Desk Authority including hardware, software, peripheral, and system information.

Catalog Assets – Compile an accurate inventory list of all hardware and software used across your entire enterprise. Even proprietary software is cataloged! Use the Master List to identify what workstations have a particular application or hardware component installed.



Asset Change Tracking – Identify additions, deletions or modifications of installed software, hardware, executable components, or general or system information for a particular computer.

Software License Compliance – Manage software licenses to view and report on the total number of licenses in use compared to the total number purchased.

Track Software by Status or Package – Label software applications as “approved” or “banned”, or use other custom category labels to determine which computers are running banned applications or have specific software packages installed.

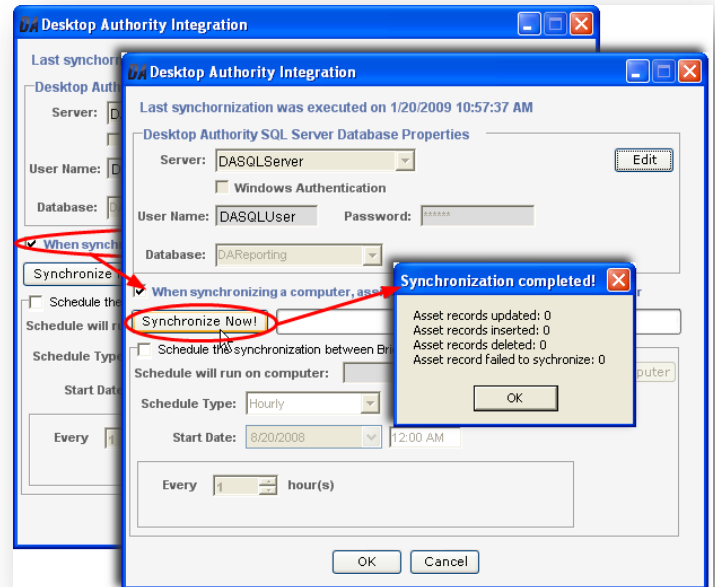
Hotfix Detection – Keep current on security patches from Microsoft®. HDAsset automatically detects installed Hot Fixes and provides a link back to the Microsoft® website for ease of accessing Hotfix details and download links.

Reporting and Advanced Search Capabilities – Help Desk Authority includes a library of standard reports to assist in your inventory management. Use the built-in Query feature to perform fast searches for workstation-specific criteria, such as IP Address, network user ID, free RAM, free Page File space, and more. Even search operating system data to locate all workstations that have a particular Service Pack or operating system installed. Use the query tool in conjunction with the report feature to easily generate custom reports based on specific criteria.

NEW! Integration with Desktop Authority Assets

For existing **Desktop Authority** users, Help Desk Authority 8.1 now offers an option to import and synchronize asset inventory information from Desktop Authority directly into the Help Desk Authority database. Assets can be imported on demand or schedule asset synchronization to occur monthly, weekly, daily or hourly depending on how often the data gets updated.

Once the assets have been imported into Help Desk Authority, you can work with the assets just as you would with any other Help Desk Authority asset. Examine asset details directly from the Assets section of Help Desk Authority; attach assets to service tickets; or query and report on the asset details.



NEW! Mobile Client for the iPhone

HDMobile is a new client for iPhone/iPod Touch users that keeps help desk staff connected to their Help Desk Authority database even if they're not at their desk! HDMobile is a free mobile client available to all Help Desk Authority users.

- Connect to the help desk wherever you have Wi-Fi or mobile service
- Not a Web 2.0 application, but a true iPhone application for better mobile performance
- View, update and add new issues anytime, anywhere
- Safely log in to the Help Desk Authority database with secure authentication and view a complete list of customers, companies and other stored data



ENHANCED! Updated Sample Database and Dashboard View

With the addition of a new sample database along with an updated Dashboard view, Help Desk Authority allows for an improved evaluation experience.



NEW! Bundled Help Desk Productivity Packages

Three new editions provide varying levels of management and integration, customized to fit within organizations of any size. New Help Desk Authority editions, which include both Windows and Web-based interfaces, include:

Help Desk Authority Standard Edition – An industry leading help desk software solution for tracking tickets and shortening the lifecycle of help desk issues. This easy-to-install solution enables your help desk staff to manage end-user issues and keep them from falling through the cracks.

Help Desk Authority Professional Edition – Reduces the lifecycle of help desk issues and increases the productivity of both users and support professionals by offering an integrated, all-encompassing help desk solution. With these additional enhancements over the Standard Edition, HDA Pro Edition accelerates time to resolution by automating issue escalation, leveraging a knowledge base for issue resolution, creating tickets from standard emails, offering a more granular tool for searching, and integrating with Active Directory for secure authentication and consistent user data.

Help Desk Authority Enterprise Edition – A comprehensive help desk solution that reduces the lifecycle of help desk issues and increases the productivity of users and IT support professionals. Streamlining the entire help desk process; HDA Enterprise Edition allows for quicker time to resolution for help desk tickets, improved control of IT asset information linked to support cases, options for user self-service and issue resolution, and true remote management of desktop concerns locally or across the internet.

Summary

Help Desk Authority helps you manage support issues and control support costs better than ever. In addition to all of the popular features and functionality you've come to know in BridgeTrak, Help Desk Authority 8.1 now offers more features, more integration, mobile client support, and new bundled help desk productivity packages. For more information, please visit www.scriptlogic.com.