

## These tools help out the help desk

Company	Product	Type	Features	Interface	Platforms	Price
<b>247NetSystems</b> Regina, Saskatchewan 306-537-4005 www.247netsystems.com	<b>247HelpDesk</b>	Help desk	Inventory management, workflow management, call tracking	Web	ASP	\$100 per month
<b>Altiris</b> Lindon, Utah 888-252-5551 www.altiris.com	<b>Problem Management Suite</b>	Help desk	Remote management, self-help support, work escalation	Web, Win CE	Windows (server); Internet Explorer, Netscape (client)	\$260 for 10 nodes
<b>Belarc Inc.</b> Maynard, Mass. 978-461-1100 www.belarc.com	<b>BelManage</b>	Configuration management	Asset tracking, reports, license compliance	Web	Windows	\$5,000 for 250 clients (installed); \$400 for 20 clients (service)
<b>Control-FI Corp.</b> Calgary, Alberta 403-670-0891 www.control-fi.com	<b>CFI-Live</b>	Remote diagnostics	Collaboration, diagnostic tools, automated repair, workflow	Web	ASP; Windows (server); Internet Explorer, Netscape (client)	\$350 per agent (ASP); \$33,000 (installed)
<b>CrossTec Corp.</b> Boca Raton, Fla. 800-675-0729 www.NetOpUSA.com	<b>NetOp Remote Control</b>	Remote control	Remote PCs and server control, encryption, authentication	Windows, Linux, Web	Windows, MS-DOS, OS/2	\$179 up
<b>Damgaard Inc.</b> Beeton, Ontario 888-337-7720 www.easyaccesshelpdesk.com	<b>EasyAccess-HelpDesk</b>	Help desk	Auto-escalation, e-mail notification, asset tracking, reports	Network, e-mail, Web	Windows	\$499
<b>Epicor Software Corp.</b> Tualatin, Ore. 888-937-4267 www.epicor.com	<b>Clientele HelpDesk</b>	Call management	Asset management, service tracking, reports	Windows LAN, Web	Windows	\$1,600 per user
<b>ExDesk.com</b> Orange, Conn. 203-795-5955 www.exdesk.com	<b>ExDesk</b>	Help desk	Notifications, reports	Web	ASP	\$100 per month
<b>Gritware LLC</b> Grand Rapids, Mich. 800-575-1152 www.gritware.com	<b>Mouse Tracks 2002</b>	Help desk	System audit, tracking, e-mail follow-up, equipment purchasing, graphs and reports	Windows	Windows	Standard edition: \$295 for one user, \$2,795 unlimited; Enterprise edition: \$595 for one user, \$5,595 unlimited
<b>Hostedware Corp.</b> Westlake Village, Calif. 800-211-6967 www.hostedhelpdesk.com	<b>Hosted Helpdesk</b>	Help desk tools	Hosted or installed, workflow automation, asset manager, reports	Web	Windows (server); Internet Explorer, Netscape (client)	\$3,735
<b>Internet Software Sciences</b> Los Altos Hills, Calif. 650-949-0942 www.inet-sciences.com	<b>Web-Center</b>	Help desk	ASP source code	Web	Windows (server); browser (client)	\$1,500
<b>Kemma Software</b> Sewickley, Pa. 724-933-8810 www.kemma.com	<b>BridgeTrak</b>	Help desk	Customization tools, e-mail integration, graphs and reports, automatic escalation	Windows, Web, Palm OS	Windows, Web	\$495

## Consider links to other apps

Company	Product	Type	Features	Interface	Platforms	Price
<b>Micro Outsource.com Inc.</b> North Reading Mass. 978-664-2525 www.microoutsource.com	<b>IS Request</b>	Help desk	Routing, reports, audit trails, discussion, auto-escalation, workflow	Web, e-mail, wireless	Windows, ASP (server); Internet Explorer, Netscape (client)	\$2 per user per month
<b>Multima Corp.</b> East Greenwich, R.I. 800-532-4862 www.netkeeper.com	<b>NetKeeper Help Desk Captain</b>	Help desk	Auto-response, thin client, auto-escalation, auto-notification	E-mail, Web form, telephone	Windows	\$900 per user
<b>Network Associates Inc.</b> Santa Clara, Calif. 972-308-9960 www.nai.com	<b>Magic Service Desk</b>	Service desk and help desk	Asset management, change management	Web	Windows	\$3,750 per seat
<b>Oasis Technology Inc.</b> Camarillo, Calif. 805-445-4833 www.oasistechnology.com	<b>RepublicUS</b>	Constituent and voter complaints	Workflow, workload management, task management, attached documents, form letters	Web	Windows (server); Internet Explorer (client)	\$25,000
<b>Productivity Associates Inc.</b> San Diego 858-495-3500 www.gotopai.com	<b>RHESolution</b>	Help desk ticket tracking tool	Configurable, automatic e-mail notifier, reports	Web	Internet (host)	\$1,995 per year for 500 seats
<b>SupportSoft Inc.</b> Redwood City, Calif. 877-493-2778 www.supportsoft.com	<b>Resolution Suite</b>	Support	Proactive support, automated self-service, assisted service	Web, wireless	Windows, Solaris, AIX (server); Palm OS, Pocket PC, Windows, Solaris, AIX, Linux (client)	\$650,000 (typical complete implementation)
<b>UniPress Software Inc.</b> Edison, N.J. 800-222-0550 www.unipress.com	<b>FootPrints</b>	Help desk	Web administration and customization, customer self-service, e-mail integration, remote control	Web	Win2000 and NT, Unix, Linux (server)	\$995 per user
<b>Vector Networks Inc.</b> Duluth, Ga. 800-330-5035 www.vector-networks.com	<b>PC-Duo Enterprise</b>	Desktop management	Remote control, AES encryption, customizable, modular, asset data	LAN, WAN, Web	Windows	\$13 to \$77 per license for 100 users
<b>Yellowfish Software LLC</b> Westport, Conn. 203-222-5280 www.yellowfishsoftware.com	<b>Revelation</b>	Call center	Customizable, integrated CRM, reporting	Web	ASP (server); Internet Explorer, Netscape (client)	\$3,500 for five users, first year, hosted