



Manage your Help Desk – Better!

The Edge Solutions

The Edge Standard

The Edge Standard is a rules-based service that includes all the core components of a fully functioning Help Desk to provide 24/7 support internally to all your organization's departments as well as externally for your customer base. This service includes, creating tickets, reports, project management as well as an internal support portal.

The Edge Professional

The Edge Professional contains all the standard features bundled with our expansion services. The Edge Professional is a powerful system that maximizes your organization's efficiency and allows more concentration on your service needs both internally and externally.

Services	The Edge Standard	The Edge Professional
Create Tickets	X	X
Problem Management	X	X
Reports	X	X
File Upload	X	X
Knowledge Base	X	X
Enterprise Calendar		X
Survey Manager		X
Dashboard Reporting		X
Customer Manager	X	X
Internal Portal	X	X
Customer Portal		X
Hosted Services	X	X
Directory Integration	Additional service	Additional service

Benefits of The Edge

Increase productivity of your support staff

Improve customer loyalty with improved service delivery

Reduce support calls with the customer portal

Key Features of The Edge

Deliver content and applications based on user role

Replaces spreadsheets, and homegrown solutions

Completely Web-Based

Independent add-ons for a proven upgrade to standard help desk

Rules Based

Deliver important announcements to customers via the Portal

Manage your Help Desk – Better!

The Edge is an affordable product designed with you in mind. The Edge is a practical solution for any size organization. The Edge Standard is perfect for smaller organizations trying to establish a help desk management system. Then, once your organization is ready, The Edge Standard can seamlessly scale into The Edge Professional. The Edge Professional can manage any size organization whether they consist of three or three thousand.

The Edge offers these Dynamic features:

Multiple Users / Departments / Locations

There are no limits to the number of Help Desks operating simultaneously within your organization. Technical – Software, Technical - Hardware, Maintenance and Grounds, etc.

Maintenance Free

The Edge is a server based application that requires no software installed on your workstations thus, minimizing software maintenance. The system can be in a Hosted or Non-Hosted environment and is accessed through a web browser.

Historical Tracking

Track utilization of facilities, product replacement, areas of high call volume, and much more to help streamline your help desk functions.

