RICHMOND ServiceDesk

Asset Management & Help Desk Software for Schools
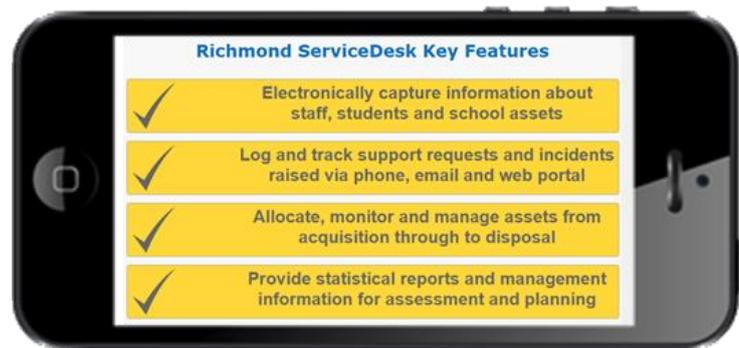
Richmond ServiceDesk is an industry-approved helpdesk and asset management software application that helps schools save money by managing assets more effectively and providing more efficient support for staff and students.

With schools and buinsess managers under constant pressure to protect public and private finances, there is an ever-present need to reduce costs, improve efficiencies and provide evidence that money is being spent effectively. Asset management and technical support are two "costs" that schools cannot afford to ignore.

Business Managers need a quick and easy way to build and maintain an up-to-date register of hard and soft assets, from PCs and school facilities to software licences and important contract documents. **Richmond ServiceDesk** allows you to construct a single source of trusted information that can be easily accessed, searched, filtered and reported in various formats.

Richmond ServiceDesk Key Features

✓ Electronically capture information about staff, students and school assets

✓ Log and track support requests and incidents raised via phone, email and web portal

✓ Allocate, monitor and manage assets from acquisition through to disposal

✓ Provide statistical reports and management information for assessment and planning

Network Managers have large networks to administer and lots of users with diverse needs to keep happy. **Richmond ServiceDesk** allows you to provide highly responsive support to staff and students with a Customer Service Portal (CSP) that delivers standard support processes through intuitive interfaces on both PCs and mobile devices. The CSP eliminates the need to monitor phone lines and the support inbox, and thereby releases skilled technical staff to apply their expertise to pro-active support and projects that advance the school.

Facilities and Estates Managers are responsible for a huge amount of plant and equipment to manage and maintain, and a long list of regulatory requirements to enforce. **Richmond ServiceDesk** allows routine maintenance schedules to be created for important checks such as electrical safety, fire safety, water hygiene and cleaning. Using the Customer Service Portal, staff and students can quickly report breakages, spillages and other emergencies, which reduces the risk of such incidents being ignored or overlooked.

Richmond ServiceDesk is designed for quick installation with minimal training, and our special educational licensing means that it is an affordable package for schools. The software is very easy to use, and the user interfaces are highly intuitive, which helps drive widescale adoption and fast return on investment.

Richmond ServiceDesk is packed with features that are a necessity for your school:

- **Incident and service request management** logs and tracks all support requests and helps you resolve issues quickly by showing related issues, causes and resolutions.

- **Service level agreements (SLAs)** electronically monitor response and resolution targets, and notify staff when targets are at risk of being missed.

- **Integrated Customer Service Portal**, which allows staff and students to log, track and update support requests, and self-help themselves to knowledge through easy-to-navigate, workflow-driven mobile interfaces. User interaction is captured and used to define the details of a support request, which means that the help desk team has sufficient information to understand the issue or requirements without having to track down the user for clarification.

- **Change management** allows you to manage approvals and activities for infrastructure changes in the school, and provides a comprehensive audit trail for statutory reporting.

- **Knowledge management** captures and organises knowledge and electronic documentation, and publicises it, for example, technical notes for support staff and "how-to" guides for academic staff and students.

- **Asset management** is integrated throughout the system and data can be imported from any standard source including Active Directory scheduled imports for users and computers. Asset management features include history, maintenance, tracking and loans. Most schools have thousands of pounds worth of equipment out "on loan" at any one time. Richmond's asset tracking will tell you who has these assets, where they are, and when they are due back.

- **Reporting** from Richmond ServiceDesk is easy with a range of methods including web-based dashboard and charts, single-click export directly from the screen, report templates, user-defined reports, and a Report Generator, which allows very quick production of data about Incidents, Problems, Changes and Assets for export to Excel or PDF.
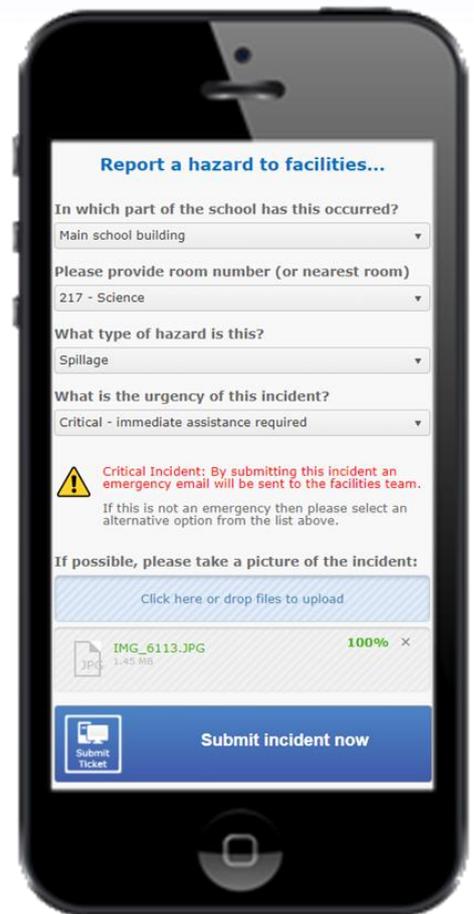
Help and support from a UK-based company

We have been a leading developer of service and asset management software for 30 years and have been working closely with schools throughout that time. We understand the education sector and are committed to providing solutions that work well and save money. We have a great support team who are contactable via phone, email or web, and will help you realise the full potential of your system.

If you want more control and visibility over your assets and support and maintenance processes, then we would love to hear from you:

Contact Us Form on	Call us on	Send us an email to
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