

IT Service Management tool



LEVERAGE QUALITY, STANDARDIZE AND AUTOMATE IT SERVICES TO THE NEXT LEVEL

- ✓ ITIL-based suite of tools
- ✓ Delivering efficient IT services
- ✓ Improving customer satisfaction
- ✓ Supports for service desk, incident management, problem management, service level management, knowledge management, IT asset management, service request management and change enablement



Benefit of Using NetkaQuartz Service Desk X

Achieve the best SLA for your IT services

NetkaQuartz Service Desk X (NSDX) is an all-encompassing IT service management solution that enhances support operations and service quality. Its customizable interface simplifies request submission and communication with support teams. NSDX's automated workflows, ticket tracking and real-time reporting empower businesses to enhance service delivery, minimize downtime, and boost customer satisfaction. It provides efficient support by seamlessly integrating with other IT systems.



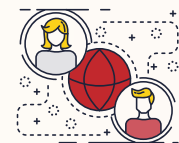
Complete ITSM solution



Reduce downtime,
Increase uptime



Workflow & Automation



Seamless collaboration



Knowledge excellence



Root cause analysis

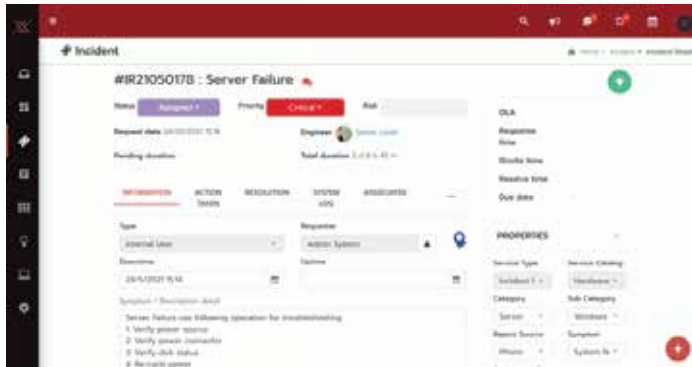


IT Service & ISO compliance

Key Features

Service Desk & Incident Management

Effortlessly handle IT incidents with NSDX's efficient incident management features. Easily report and track incidents for prompt resolution and continuous IT services.



Change Enablement

Simplify your change management process with NSDX's customizable workflows and approval chains. Ensure successfully change implementation, minimizing errors and reducing service downtime.

Knowledge Management

Empower your team with NSDX's knowledge management features. Seamlessly share and access critical information, enabling efficient collaboration and saving valuable time and resources.

Workflow & Automation

By leveraging workflow and automation in NSDX, organizations can achieve numerous benefits, including increased efficiency, improved productivity, adherence to standards, enhanced visibility, better resource utilization and the best quality of service. Ultimately, these improvements contribute to more effective and seamless IT service delivery, resulting in improved customer satisfaction and business outcomes.

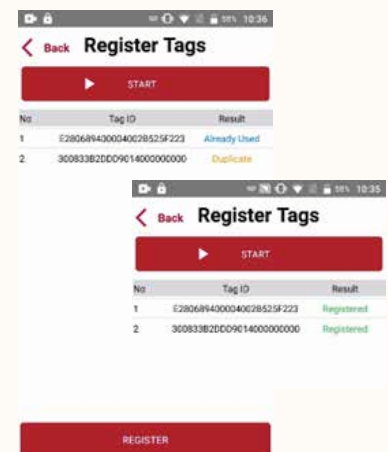


Problem Management

Solve issues at their root with NSDX's problem management features. Identify underlying causes, implement effective solutions, and enhance service at high availability and reliability.

IT Asset Management with RFID Technology

Utilize NSDX to manage IT assets. Streamline asset registration, accounting, audit and maintenance processes with RFID technology for operational efficiency, time reduction, cost saving and audit compliance.



SLA Management

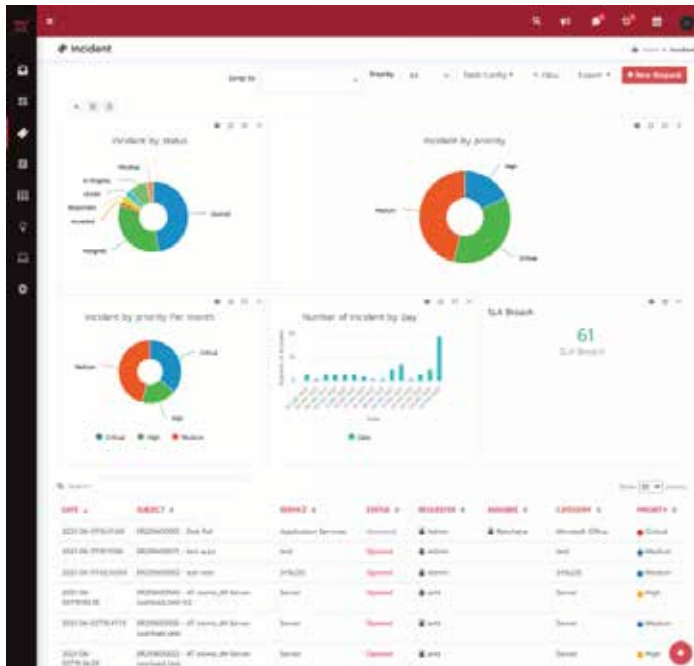
Meet your service level agreements effortlessly with NSDX's SLA management capabilities. Prioritize tickets, set up customizable escalation policies and address critical issues in a timely and efficient manner.

*By integrating with NetkaView Logger or NetkaView Network Manager X, you will receive a ticket promptly upon the detection of service interruption or any anomalies. And with power of workflow & automation, your incidents will be resolved automatically and meet SLA.

Service Request Management

Users can easily submit and track their service requests, while service desk agents can effectively prioritize and fulfil these requests in a timely manner.

Key Features



Key Values

IT Perspective

- ✓ Utilize NetkaQuartz Service Desk as a certified ITIL tool to enhance the quality and standardization of your IT services.
- ✓ Drive intelligent automation to efficiently resolve issues and automate repetitive tasks.
- ✓ Reduce resolution time by utilizing the knowledge base for incidents, problems, articles and crowd-sourced information.
- ✓ Improve uptime, availability and overall efficiency.
- ✓ Ensure green SLA compliance with high rates of first contact resolution (FCR) and first-time resolution (FTR).
- ✓ Come with unlimited digital workforces working for you 24x7 with no payroll.
- ✓ Reduce workload, save time and minimize staffing requirements.

Business Perspective

- ✓ Lower operational expenditure (OPEX) and IT costs for higher net profits.
- ✓ Improve business productivity and overall value.
- ✓ Enhance user satisfaction and user experience /customer experience (UX/CX).
- ✓ Decrease churn rates and foster customer loyalty.
- ✓ Facilitate digital transformation to improve business outcomes and maintain competitiveness.



We offer both **Netka Enterprise** and **Cloud Solutions**, as well as professional consulting services. If you need any assistance, please don't hesitate to contact us.



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