



The ART of Service Management (Helpdesk) from EXPERTS

Increase the level of support with AimHigh.

AimHigh dramatically improves response times and customer satisfaction by routing and managing all incoming calls to the proper representative, so answers are ready and right the first time.

Increase productivity

By streamlining processes and accessing a knowledge base of information through an easy-to-use interface, accurate answers to issues are just a mouse click away.

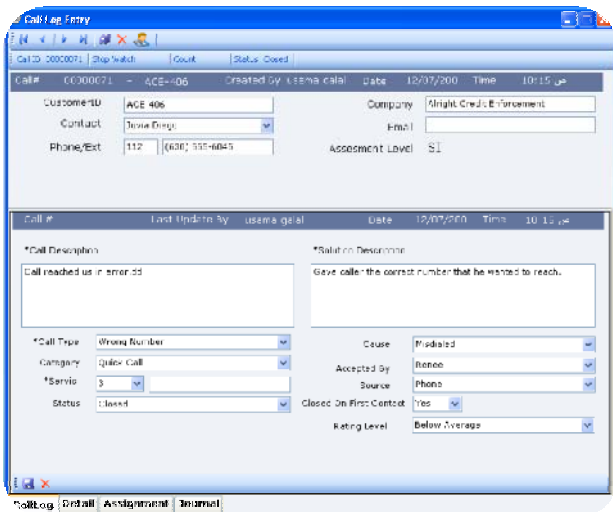
Enhance efficiency

AimHigh offers support technicians a variety of access and deployment options—client server, thin client and Web based—to extend functionality across the organization.

• Every piece of information becomes part of the solution.

Built on nearly 5 years of service management experience all over the region, AimHigh® Service & Support™ is the industry's first and leading bi-lingual solution built on Microsoft .NET technology and specifically for the small to midsize enterprise no matter your vertical, no matter your size.

Whether for internal IT or external customer support, hands down, AimHigh will help you reduce costs and increase operational productivity.



AimHigh was also built with IT and ITIL best practices in mind. It is supporting the following ITIL processes and/or features:

Incident Management—Mobilize resources across the entire enterprise to reach quick resolution and meet Service Level Agreements, all with a single ticket.

Problem Management—Improve your service quality by uncovering the root cause of incidents.

Change Management—Minimize the impact of daily changes by ensuring that a set of standardized processes are established and followed.

Configuration Management—Manage license and lease agreements to control and maintain every asset throughout its life cycle.

Bi-lingual support

AimHigh fully supports both Arabic and English languages including menus, interface, messages, and data

Link to Active Directory (LDAP)

By connecting to LDAP, you can rest assured, and all your employees information will be synchronized automatically



Fully customized application

In today's world, different businesses need different business cycles. With AimHigh administration module, you can add and customize fields, forms, tables, and so on to build and capitalize on your own business cycle and process.

SQL –based application

Whether your organization uses Microsoft SQL 2000, or SQL 2005, AimHigh works seamlessly with both versions with full SQL capabilities of exchanging data to and from other applications including but not limited to Microsoft and other well known applications.

Auto notification/Escalation

On certain triggers/events, AimHigh can notify designated assignees/customers/system users for important actions by email messages, SMS messages or even pop-up screens.



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