



All-in-One solution for the help desk

SysAid - Central IT Service Management

What is SysAid?

SysAid is a central IT service management solution, connecting a comprehensive functional range with easy administration and full integration into existing IT system landscapes.

Worldwide already over 60.000 organizations benefit from SysAid.

The Free Edition is designed for small organizations, the Pro Edition and the Enterprise Edition are available for medium and large enterprises. SysAid is also offered as a SaaS.

Why to use SysAid?

SysAid offers:

- Service desk with end-user-portal, and a mobile help desk as an iPhone app
- Communication channels:
e-mail, chat, SMS, messenger, remote control
- Asset management
- Knowledgebase
- Service Level Agreement (SLA) / Service Level Management (SLM)
- ITIL package
- Monitoring
- Reports
- Manager dashboard
- Project management

SysAid is available in the 7th generation. An active community discusses specific use cases and feature requests under the organization and attendance of SysAid Technologies Ltd., resulting in new versions.

At a glance

SysAid is a browser-based help desk solution with integrated asset management. With SysAid, all service requests in the company can be managed in accordance with ITIL, regardless of type or source.

SysAid
IT's That Simple

An important feature of the solution is its high configuration flexibility. It is suitable for companies of any size, and is very cost-effective and highly efficient. For example, SysAid provides a compact license management system to get an overview of all software actually installed on every computer in your organization.

SysAid is a product of SysAid Technologies Ltd., a leading manufacturer of IT help desk software. Consist is a marketing partner in many countries, including Germany, and offers licenses and consulting services for SysAid.

Pushing **IT** forward!

CONSIST
Business Information Technology

Benefits and advantages

Reduce your IT costs!

- License costs are lower compared to current competitive products.
The Pro Edition is already available from 885 €, the Enterprise Edition from 7.260 €.
- The Free Edition fully covers small organizations.
- You receive support free of charge in the first 12 months after licencing.
- Implementation and operation take place without long familiarization effort.
- The transparency of the benefit of IT services is enhanced significantly.
- The end-user self service rate is enhanced through the end-user-portal with automatic links to relevant FAQ's.

Ensure your compliance!

- SysAid offers compact software license management.
- Any changes to the installation status are automatically logged.

Improve your availability!

- SysAid is a well-designed service management software package developed specifically for IT professionals.
- Create standardized workflows for service requests, including priority and escalation rules.
- SysAid runs on Windows, Linux, MacOS and other operating systems.
- SysAid supports different databases types and more than 40 languages.



Screenshot of the SLA/SLM module of SysAid

Interested?

Our web site www.consist.de/en/sysaid provides more information: the Free Edition for free download, a form to request the free 30-day Trial Edition as well as to request an individual offer. Of course, you are also welcome to call us for further information, and an offer customized to your needs.

Your Contact

Consist
Software Solutions GmbH
Falklandstr. 1-3, 24159 Kiel
Germany

Eggert Gotthard

+49 (0)4 31/39 93 - 530
sysaid@consist.de
www.consist.de



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