

ieSupportManager

- a superior yet affordable solution

A Professional Helpdesk Solution

ieSupportManager from ieComputerSystems Ltd. is a client/server and web based system that brings together all the tools necessary for a company to manage internal or external support into one convenient and very affordable package.

The system is very easy to install and simple to use for both members of staff and users & customers alike. ieSupportManager is available in English, German or Spanish.



"There is nothing better even for triple the price"



- Marshal SoftwareGmbH
- Peter Boehm

Being a highly customisable product ieSupportManager and will enhance any support teams efficiency, regardless of company size or industry sector.

Using the latest web based and desktop technology ieSupportManager will enable you to have complete control over the support process without the complications and costs associated with other more expensive solutions.

Unlimited Desktop Users

Free Updates

Only €495 per year!

Support Included

Unlimited Web Users



[Click here to Try or Buy](#)



"A cost-effective and user-friendly helpdesk solution for small to medium sized businesses."

- Paul Rowlingson
- Vnunet.com

System Specifications & Requirements

Supported Databases

- Firebird
- MS SQL Server 2000
- MS SQL Server 2005
- MS SQL Server 2005 Express Edition
- MS SQL Server 2008

System Requirements

- Microsoft IIS version 5.0+ with ASP.
- Internet Explorer 6.0+
- IBM compatible PC, Pentium or compatible Processor
- 64 MB of memory (128MB recommended)
- 32 MB of free hard disk space
- Windows 2000 / Windows XP / Windows Server 2003 / Windows Vista / Windows 7

More Features

Web Interface

- Provide 24/7 support to your customers.
- Design your company logo and colour scheme into the web interface.
- Remote access via the web for your support staff and field technicians.
- Customers can log calls requesting support, check the status of their calls and search the Knowledgebase to solve their own issues.
- Field Technicians can log, edit close calls online.
- Create different web user profiles for different types of customer.
- Set mandatory fields for different profiles for web call logging.
- Decide what data is published online in the Knowledgebase.
- Determine different levels of online access for different technicians and customers.
- Windows authentication login option
- Quick customer lookup

Email Logging

- Allows customers to log calls directly into the system by sending an email to your support address.
- Automatically stores any attachments as Call Related Files.

Email Notifications

This feature will automatically keep your customers and staff up-to-date on any relevant changes that occur within the system. All notifications quote the relevant call number in the Subject field of the e-mail.

Notifications can be generated when:-

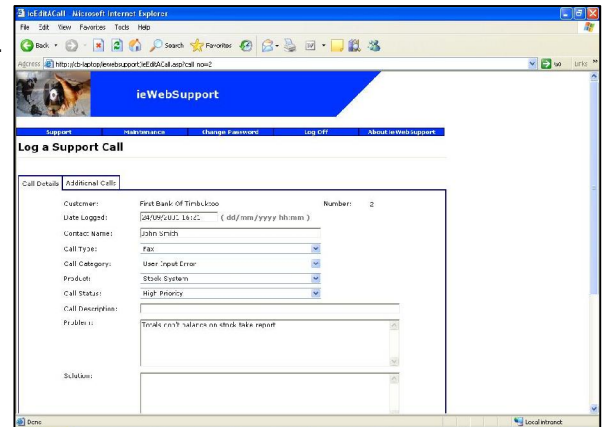
- The 'Assigned To' is changed
- A New Call is logged
- A Web Call is logged
- A Call is closed
- A Call Status is changed
- Due Date approaching or expired

You can decide to notify:-

- The user who logged the call
- The technician the call was 'Assigned To'
- The customer themselves
- Any other preset address

“..it was developed by former Tech Support people, not just programmers, so it's really something useful.”

**- David Ujifusa
- Logitek S.A.**



Contact us today to find out more:-

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