



Taskfire is a powerful, hosted service desk and ticket management system your staff can use to manage internal IT service issues. It provides your IT team with a fully-integrated platform for accepting, triaging, assigning and resolving service issues – and gives your employees a simple, web-interface for submitting issues and tracking progress. But, what separates Taskfire from every other internal help desk system is the direct link to your preferred external IT service provider. That's why Taskfire is the world's first 'Co-Managed Service Desk'.

Taskfire gives you complete control over what issues get sent to your service provider and when. Individual tickets can be automatically routed using the powerful built-in workflow automation engine, or manually escalated. Either way, you're virtually guaranteed immediate access to additional IT resources –where and when you need them – without managing multiple vendors or adding to your headcount. With Taskfire you will:

- Improve internal IT service delivery
- Provide just-in-time access to needed resources
- Ensure coverage for remote offices and employees
- Reduce complexity and costs of multiple vendors

Taskfire Features

- World-class Service-Desk Software your staff can use to create, manage and resolve all your IT service issues
- Web-Based Employee Access Portal giving your employees the ability to submit and track service requests, and more
- Unlimited Flexibility to Share Service Requests with your outside IT service provider, manually or automatically, according to the workflow rules and priorities you define
- Powerful Workflow Automation Engine to speed service, eliminate redundancy and increase accountability.
- Comprehensive Service-Activity Reports

Taskfire Benefits

- Coverage outside of your normal business hours
- Access to reliable experts and resource when you need them
- Added manpower during peak demand or to help with complex issues
- Secure "institutional IT knowledge" that otherwise resides with individuals



Your IT systems are the backbone of your business. **Don't go IT alone!**

From email, telecommunications, client and product databases, to desktop software and network servers, your entire organization relies on your internal IT department to keep you up and running - every hour of every day. Taskfire's unique, co-managed platform provides unlimited options for sharing and coordinating workflow between your internal and external IT support resources to ensure there's never a gap in your coverage.



➤ **Automatically route issues – internally or externally – based on any parameters you set.**

At the heart of Taskfire is a powerful workflow engine that allows you to predetermine how specific types of service issues will be handled – and by whom. Automatically, all service tickets from your employees come into your Taskfire system, and then can be automatically assigned to any resource – whether a specific tech on your staff or your service provider -- based on the issue type (i.e. printer problem vs. network server), location (i.e. corporate headquarters vs. remote sales office), time of day (i.e. business hours vs. after hours), and more. You can even establish automatic escalation rules for more complex projects. Or, you can also manually assign, escalate or share tickets at any time.

➤ **Manage and administer user types to control access to your service desk**

Taskfire creates a secure, private internal service desk for your IT staff – and an integrated web-portal that other employees can use to submit and track IT service issues for resolution. You control which employees have access to both the Taskfire service desk module and the employee portal and control their level of access. For example, you can grant a technician the ability to work on, edit, complete and escalate service tickets, while only your Taskfire Administrator can manage your configuration settings.

➤ **Automatically send updates on mission critical IT initiatives**

With Taskfire, nothing falls through the cracks. Ever. Taskfire provides complete, end-to-end visibility into your IT service issues – from automatic notification of every new ticket created to at-a-glance visibility into ticket status and resolution. Taskfire's workflow rules can even be set up to automatically send updates whenever a ticket is escalated or when there's a significant change in its lifecycle.

➤ **Cover unplanned gaps with the Out-of-Office feature**

Imagine a number of critical IT issues cropping up at once, just when your one internal IT staff needs to leave unexpectedly. Taskfire's Out-of-Office Assistant allows you to flip a switch to temporarily override your request-type rules and auto-escalate all new tickets directly to your service provider. This saves having to manually change (and reset) individual workflow settings to meet a temporary need, and you can even exempt low-priority issues that wouldn't be escalated under any circumstance.

➤ **Use the integrated Knowledgebase to lower service deliver costs.**

Taskfire's includes a built-in Knowledgebase consisting of individual articles, organized by category and sub-category, to help you resolve common IT issues more quickly and establish best-practices. Populated by your IT service provider, Knowledgebase can reduce the time and expertise needed to research and resolve certain issues and help lower your overall costs.

➤ **Integrate all of your key external vendors**

Taskfire's workflow engine is so flexible you can integrate other external vendors as well. Just define a new request type and workflow and service tickets related to telephony issues can be automatically routed to your VOIP provider, and tickets related to your power system can be sent automatically to the appropriate utility.

For More Information

and to learn how Taskfire can benefit your organization, contact us at:



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Taskfire is available exclusively through your Authorized Taskfire Reseller. For additional information visit www.taskfire.com