NYF Systems provide industry-leading help desk and service event management support solutions to help customers reduce operational costs while maintaining a high quality of service. From Information Technology organizations to product development teams in virtually every industry, Aegis systems help corporations implement a service and support environment that will align with business objectives and improve service levels.

AN INTEGRATED VIEW

The NYF portfolio of products for the help desk is targeted to heterogeneous IT and customer support environments. We offer integrated help desk, issue/response tracking, and asset management product suites that improve productivity associated with providing customer, information technology (IT) or product support, and project management tracking initiatives.

The products provide a networked view of customer, product and service level agreement information that enables dispersed teams to manage support issues effectively. Such linkage to customer information, purchase information, post-sales support requests and status of progress helps your customer care team to quickly make decisions that are accurate and consistent.

EFFICIENT. EFFECTIVE. MANAGED.

Aegis offers an optimum combination of functionality and flexibility. The Aegis suites will deliver a web-based support solution that encompass the following:

- Linking customer contact information to trouble ticket and incident service history;
- Enabling rapid inquiry handling and accurate order entry;
- Providing trouble ticket management capabilities that includes opening, routing, analyzing, correlating, tracking, escalating and closing of trouble tickets, and which also improves the overall trouble report tracking and coordination;
- Automatic creation of new trouble tickets and populated information from support requests submitted from your website and forwarding of these requests to generic or specific members of the support team;
- Providing user and customer access through Aegis' web interface. AegisWEB, a component capability provides the ability for support users and their customers to access using Internet Explorer. Client web-based access provides convenience and reduces dependability on the location of the installed system;
- Permitting the logging of support requests, use of knowledge bases and frequently asked question lists by a customer or internal client;
- Automate timely delivery of critical information (management reports) by sending to a printer, creating as files, or e-mailing to recipients on a fixed schedule;
- Automate escalation of requests that had not fulfilled response time levels to better meet customer commitments;
- Providing robust reporting tools and management reports to analyze trends and workloads; and much more.

And because support processes and support information are unique, we have built Aegis products to be unique for your support solution also. We enable you to customize user interfaces, support forms, data entry forms and more, to capture information how you need it, all without programming effort.

For more information

Contact Sales:
U.S. and Canada
Call: 1.973.796.5201
E-mail: sales@nyfederal.com

www.nyfederal.com

AEGIS PRODUCT SUITES

Aegis Help Desk. A full-featured help desk, incident and response tracking, and asset management product suite. This integrated functionality manages the administrative and communication tasks associated with providing customer, information technology (IT), or product support.

From customizable workflow behaviors that operate from trigger events to capabilities like attaching external documents of multiple formats, Aegis Help Desk creates detailed tracking and footprints of important events.

Aegis Defect Tracking. A complete incident and response tracking system, suitable for organizations that track problems, product changes, client requests or enhancements. Companies with product development initiatives will find Aegis Defect Tracking helpful to help meet stringent requirements for documenting product modifications. Use it to ensure that defects are out and increase the quality of your products.

Aegis Client Management. A client relationship management system to readily store and distribute customer and sales information internally to manage prospected opportunities. Use Aegis Client Management to also find out how sales and marketing efforts are spent, to ensure valuable marketing resources are expended optimally.

PRODUCT SUITE EXTENSIONS

The Aegis Add-On Modules gives our customers a simple way to extend the server functionality and capabilities of the products.

Aegis E-mail Server Add-On Module. Enables the logging calls via e-mail. An unlimited number of templates can be created to parse e-mails received, and to specify which fields of a record to be updated with the contents of the e-mail. An automatic acknowledgment can be issued to the sender.

Aegis Escalation Add-On Module. Enables the escalation of an incident if it is not closed for a specified interval or if the last response has passed a specified interval. Escalation can occur based on Client, Call Type, Severity, Priority and any field with a list box attached to it. Exception conditions can be specified for excluding incidents from being escalated, or indicating fields to be updated. The escalation event can be set to notify selected users when an incident has been escalated.

Aegis Report Scheduler Add-On Module. Schedules the generation of reports at pre-determined intervals. The reports can be configured to be sent to a printer, file, or as an e-mail. This e-mail feature is useful for automatically generating weekly or monthly status reports to be sent to selected individuals.

Aegis System Alerts Add-On Module. Enables selected users or external clients to receive a broadcast message based on filters (conditions being true). A custom message can be automatically created with extracted values from the records, or appended as details to the custom message.

Aegis Workstation Audit Add-On Module. Automatic audit of nominated workstations for hardware components, operating systems, and software installed. Reports of audit statistics are provided, for example: how many workstations are running Windows 2000, Windows NT, how many workstations are Pentium PCs, percentage of authorized and unauthorized software.

Aegis Workstation Audit Add-On Module. Monitors the database for new incidents, closed incidents and responses in the last N minutes.

ADAPTABILITY

Using technology to minimize time-to-production, Aegis products have built-in facilities to create data entry and web entry forms easily without development effort. Or simply use the setups we provide, out of the box. Either way, our customers minimize development, integration, testing and maintenance costs yet creating an infrastructure that is truly unique.

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WEB BASED ACCESS

The Aegis client web access facility enables customers to log on to the system using a browser such as Internet Explorer, to initiate support requests and to periodically check progress with around-the-clock convenience. Web-enabled customer self-care such as those that can be provided by Aegis Help Desk and Aegis Defect Tracking will help customers with instant retrieval of information. Implemented correctly a web self-service facility from Aegis requires little or no customer orientation and instruction. This alternative delivery method significantly reduces costs for product and service support. Customers are granted online access to submit queries or applications, review status, transactions or records. Web front-end technology enables your support team to be distributed, whether they are working at a company location, home, airport or elsewhere.

SPECIFICATIONS

CLIENT
- Pentium II or higher with 32 MB memory and 50 MB disk space.
- Windows™ 95/98/Me or Windows™ XP/2000/NT 4.0 (with Service Pack 5 or higher)

SERVER
- Pentium II or higher with 32 MB memory and 50 MB disk space.
- Pentium II or higher with 128 MB memory and 100 MB disk space.
- Windows™ 95/98/Me or Windows™ XP/2000/NT Workstation, Windows™ 2000/NT Server 4.0 or higher (recommended).

DATABASES
- MS SQL Server or Access

WEB FRONT END (if used)
- Pentium II or higher with 256 MB memory and 100 MB disk space, plus room for your data. 20 MB total disk space for moderately sized database is reasonable.
- Windows NT 4 (Workstation or Server) with Service Pack 6a or Windows 2000 (Professional, Server or Advanced Server) with the latest Windows service pack and critical updates available from the Microsoft Security Web site or Windows XP (Home or Professional)
- Internet Information Services (IIS) Version 5.0 or later on the web server.
- Internet Explorer 5.01 or later on the web server and on each client PC.

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