NetkaQuartz
Service Desk

"The perfect solution for your business needs, now with ITIL certification"

ITIL® PROCESS COMPLIANT BRONZE LEVEL — CERTIFIED BY AXELOS · **PinkVERIFY™ 2011**
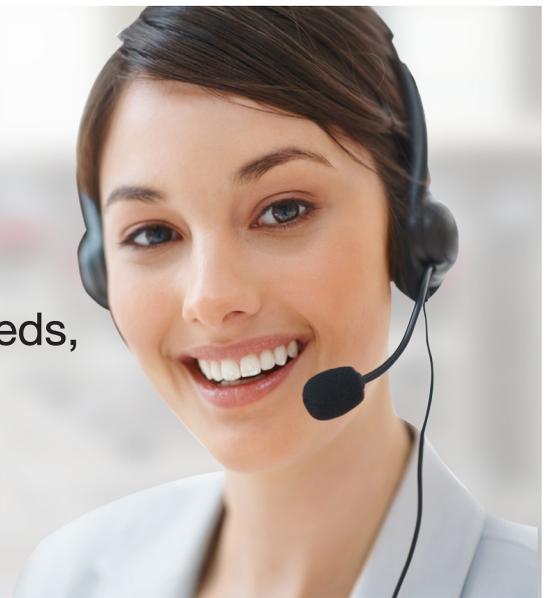
Service is an integral part of any business as it helps to drive profitability. Efficient management of the services you provide to your customers can help increase your business performance. NetkaQuartz Service Desk (NSD) is the first and only ITIL-certified service management software in Southeast Asia (and the third in the whole of Asia, next to China and India). After passing intensive tests, NSD received ITIL version 2011 certification for Incident Management Process and Problem Management Process from two institutions: PinkVERIFY and AXELOS. With NSD, you can rest assured that your service management needs will be fulfilled, with a standard you can trust.

NSD was designed to perform like a virtual assistant who is efficient and flexible. Suitable for clients who are service providers, the software system is capable of managing complex service processes of large corporations that involve many stakeholders and require operational precision. The software is also suitable for businesses that are looking to elevate their service standards to facilitate future expansions.

NSD fulfills all your business's service needs, with world-class certification from ITIL, so you can feel confident that your service processes and systems will be improved. When a problem occurs, an alert is sent out so that the problem can be fixed quickly and accurately.

The software is also a tool that helps your company's' IT department to work more efficiently and resolve issues quickly and accurately, by providing detailed insights into the problems and the resource capabilities. The NSD solution not only helps your IT department improve their efficiency, but also leads to higher levels of user satisfaction.

For IT department managers, our software will help ease your worries that problems are not being resolved quickly and negatively impacting your business operations.

key benefit NetkaQuartz Service Desk

Contains features that cover the entire service lifecycle

Helps in the management of business risk impact

Includes functions to enhance the customer experience

Lower organizational costs and generate higher revenue

In addition, NSD can be integrated with the NetkaView Network Manager-the Intelligent Network Management Software to help create an automated ticketing platform for resolving network problems. With this integrated system, the appropriate technicians and consultants are notified immediately so that problems can be resolved in a timely manner and the network downtime is minimized. This helps to elevate the standards of the services you offer to your customers and strengthens your business potential.