



About Me

If a cluttered desk is the sign of a cluttered mind, of what then, is an empty desk a sign? So asked the great Albert Einstein. My designers asked a slightly different question – if a cluttered desk is the sign of a cluttered mind, of what then, is a clean desk a sign? And that is what inspired them to create me, **HyphenDESK**. I am a cloud based **ITSM Platform** that facilitates the following processes for IT & Non IT Infrastructure.

- Incident / Request Management
- Change Management
- Problem Management
- Configuration Management

Your Service Desk Challenges

Handling a **high volume of requests** can put any system under pressure. Especially when requests can come from multiple channels and in the office / work-from-home scenario. Organisations struggle to respond to internal and external IT demands quickly and efficiently due to rising number of requests. **Long resolution times** can have a negative impact on both the customer and employee experiences because of prolonged downtime and a backlog of issues. Related to that is the issue of **unresolved, ongoing / recurring problems**. Service desks / help desks are unable to quickly discover systemic issues without effective record-keeping and data analysis tools, which results in a waste of time and resources on repeatedly investigating and addressing the same issues.

The Benefits I Provide You

Multi-Channel Request Logging:

On my ITIL based ITSM system users can log incidents or Service Requests using WhatsApp, email, social platforms etc. to quickly report issues.

Resolution In Least Possible Time:

My architecture is designed to resolve issues in least possible time.

IT & Non-IT Integration:

With my OOB RestAPI based capability, I readily integrate incident, service request, change, problem and configuration management of both IT or Non-IT monitoring and management tools.

Integration With Legacy Tools:

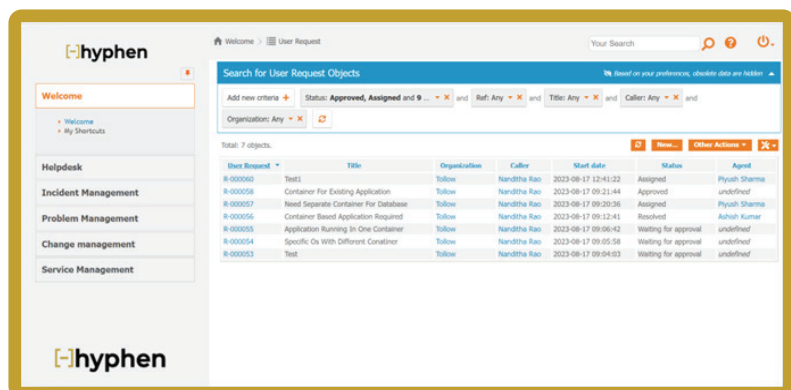
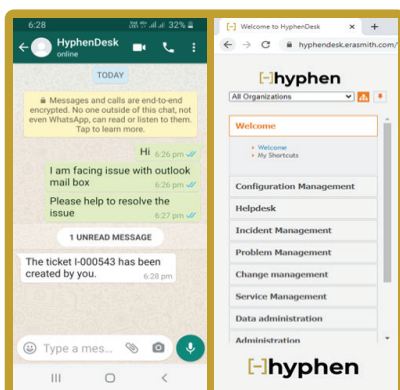
I am fully capable of integrating with your in-house monitoring tools, whether legacy or otherwise.

Multi-Channel Information Delivery:

I deliver notifications over SMS, WhatsApp, Facebook & email.

Manual & Auto-ticketing:

I work equally seamlessly on both manual and auto-ticketing mode.





Key Technical Features

Operations

- Self Service
- Incident Management
- Request Management
- Auto-assignment and Notification
- Secured Channel
- Multi-tenancy Access Controls

Portals

- SAAS based User Portal
- Progress Updates
- Share Updates
- Check FAQs
- Reporting View on Current Status

Incident

- Auto Assignment
- SLA-based Incident Categorization
- Email/SMS Notification
- Incident Logging using RestAPI / Webservice

Reporting

- Reporting Based on SLA / Category
- Reporting Based on assignment group
- Reports from Historical Data
- Trend Reports – Logged Incidents
- CSV % PDF Reports
- Column & Keyword Based Searching

Problem

- Problem Detection
- Problem Categorization
- Problem Prioritization
- Problem Analysis
- Problem Resolution
- RCA
- Email/SMS Notification

Change

- Priority based Change Identification
- Change Planning & Assessment
- Change Implementation
- Approval Based workflow

Business Overview

- Incident Management
- Request Management
- Change Management
- Problem Management
- Release Management
- SLA Management
- Configuration Management

Supported Operating Systems

Linux

- Ubuntu 9.x or above
- Red Hat Linux 9.0
- Red Hat Enterprise Linux 7.x

Supported Browsers

- Google Chrome
- Mozilla Firefox
- Mac Safari
- Microsoft Edge
- Zoho Ulaa
- Brave

Supported Databases

- MySQL
- MariaDB

Recognition

Promising Brands of 2022 by
Economic Times

Minimum System Requirement

2 CPU (Dual Core) and 4 GB RAM

[Click here to download
other Hyphen Data Sheets](#)

