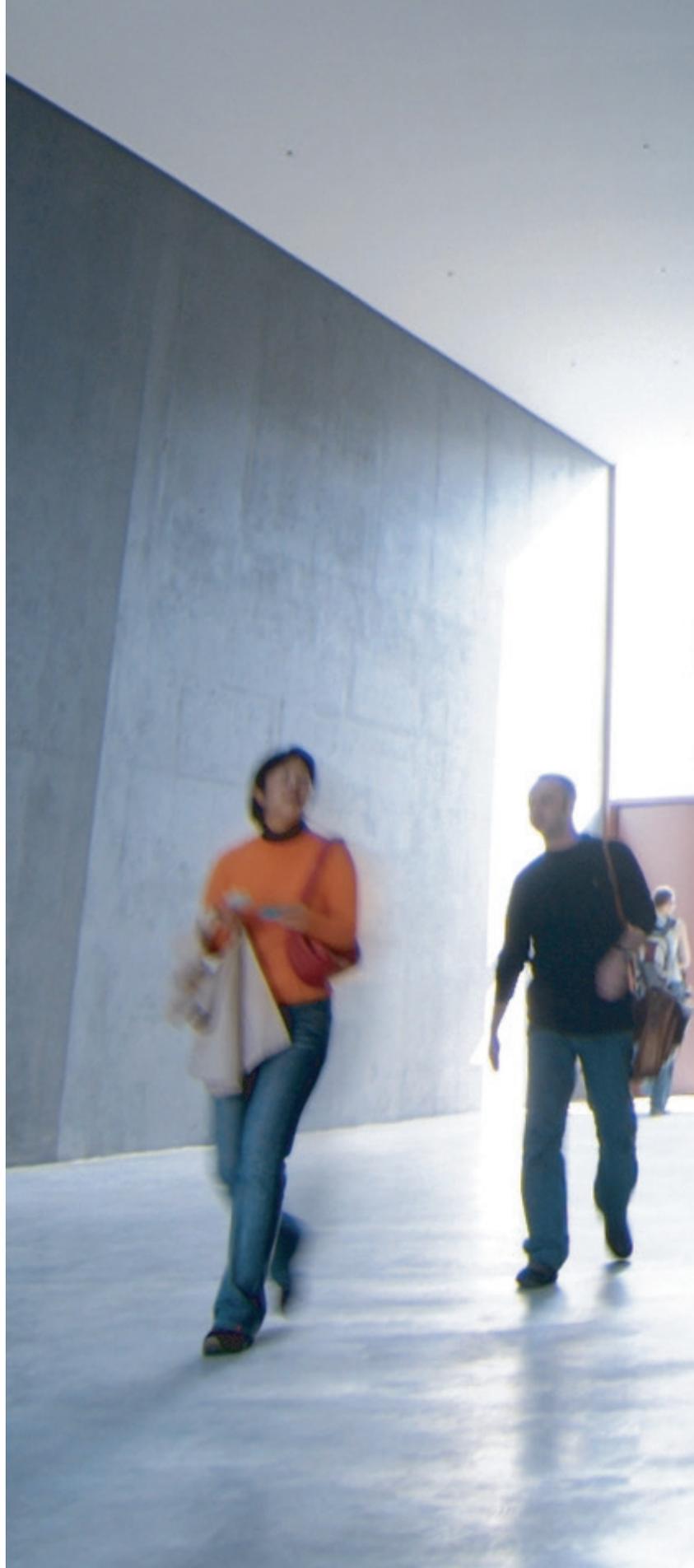


TOPdesk Solutions

Your Guides to Service Excellence



- TOPdesk USA Inc.
- TOPdesk Nederland BV
- TOPdesk Belgium bvba
- TOPdesk Brasil
- TOPdesk Danmark A/S
- TOPdesk Deutschland GmbH
- TOPdesk Magyarország Kft.
- TOPdesk UK limited
- TOPdesk Norway
- TOPdesk Canada



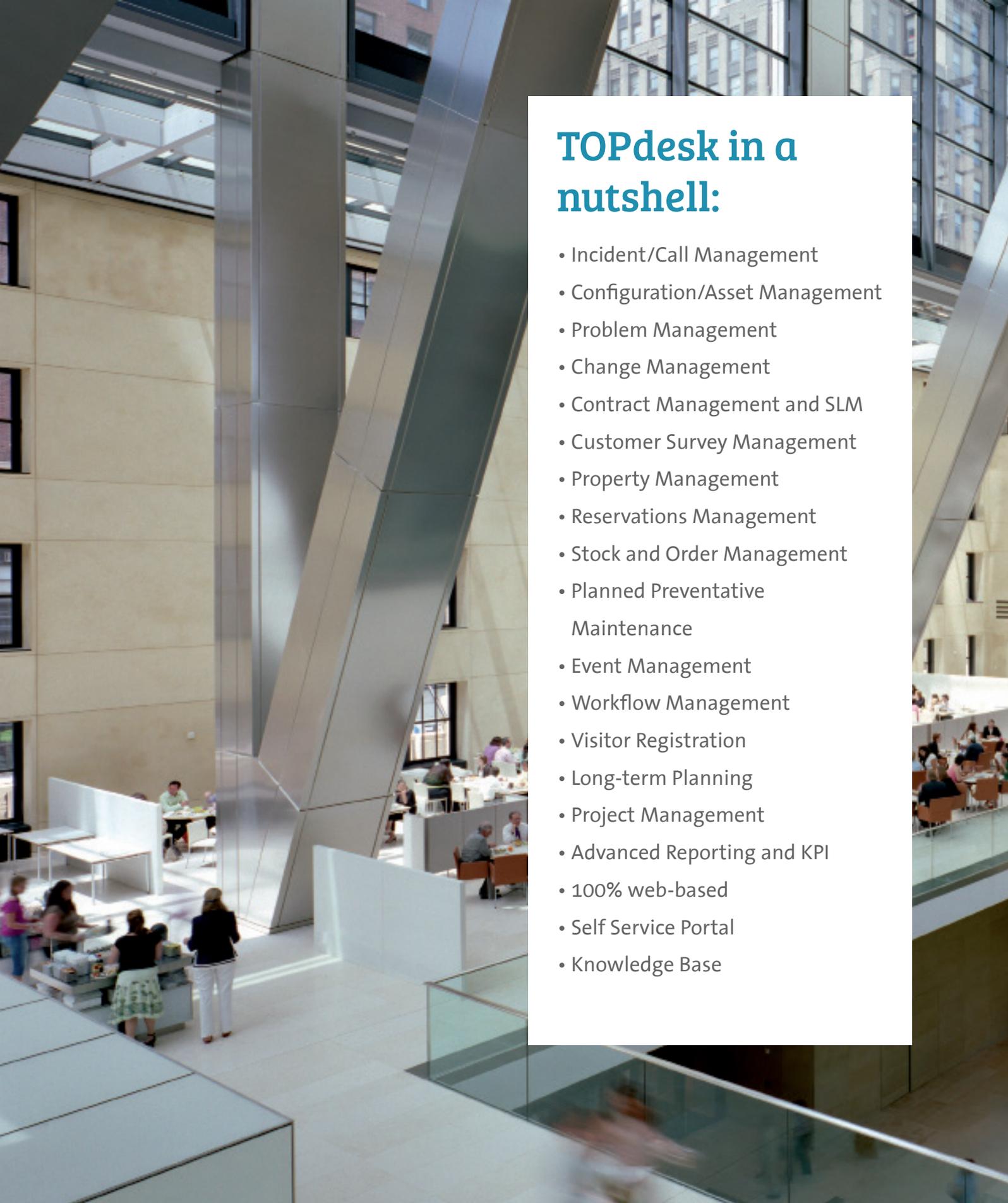
Service Management you can count on

TOPdesk develops, implements and supports software that helps organisations efficiently manage the services they provide. Our vision is to create a user-friendly and affordable software for every type of organisation and department, whatever the size. Whether it concerns IT, FM, HR or any other service desk, TOPdesk allows you to support your employees, customers and consumers.

TOPdesk is available in Professional and Enterprise versions. We work with both small organisations as well as large multinationals and our software is available as a local installation or Software as a Service. Our tool is modular, so TOPdesk solutions can be tailored to your exact needs.

Facts and figures

- Over 5,000 unique implementations
- More than 50 new implementations started each month
- Customers in more than 50 countries
- Software available in English, Dutch, French, German, Hungarian, Italian, Portuguese, Spanish, Swedish and Danish
- More than 600 employees worldwide
- Privately owned and operated
- Offices in Belgium, Brazil, Canada, Denmark, Germany, Hungary, the Netherlands, Norway, the UK and the USA
- Everything managed in-house, from product development and sales to implementation and support
- Established in 1993



TOPdesk in a nutshell:

- Incident/Call Management
- Configuration/Asset Management
- Problem Management
- Change Management
- Contract Management and SLM
- Customer Survey Management
- Property Management
- Reservations Management
- Stock and Order Management
- Planned Preventative Maintenance
- Event Management
- Workflow Management
- Visitor Registration
- Long-term Planning
- Project Management
- Advanced Reporting and KPI
- 100% web-based
- Self Service Portal
- Knowledge Base

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IT Service Management



Handling calls quickly and accurately is the key to running a successful service desk. Therefore, a clear overview of calls, changes and tasks is crucial. TOPdesk's Service Management solution will help you organise your IT Department's workflows, and make resolving incidents a quick and easy process.

Never overlook incidents again

Requests in the corridors, emails in your inbox, Excel sheets from your colleagues – information about incidents can be easily forgotten or misplaced. TOPdesk's Incident Management solution enables your department to register all incoming problems in a single location. You will always be notified about all incidents, and all related tasks.

Personalised workflows

In TOPdesk, every employee has their own personal workflow. This includes a clear overview of their requests, tasks and projects, with all the necessary information, documents and agreements easily accessible. Your colleagues will be able to carry out their tasks with ease, while managers and team leaders can view the total workflow of their team or department.

Deliver as promised

How do you guarantee that your department complies with agreements made with your customers about SLAs, incidents, duration and response times? When you log an incident, TOPdesk uses the customer or the nature of the incident to recognise the corresponding SLA, and enters the details such as the duration and operator automatically. You can be sure that your department will always meet your customers' expectations.

The right answer in two clicks

You can process incidents in even less time if the answer is already available. Use TOPdesk to record standard solutions to frequently recurring calls. Once you have determined which steps should be taken in certain situations, TOPdesk will recognise relevant incidents through keywords and notify the operator automatically. Getting tired of all those password resets? Use incident templates to deal with these issues in only two clicks.

Your service desk available 24/7

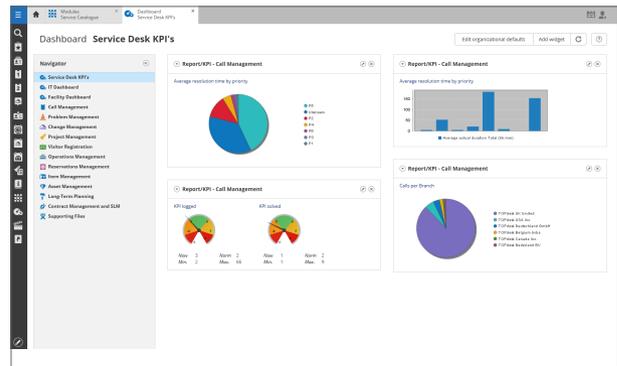
TOPdesk's Self Service Desk makes your services available to your customers and colleagues twenty-four hours a day via a web interface. Customers can easily register and track their own calls, reservations or purchase requests. The Self Service Desk also provides a Knowledge base in which users can search for FAQs. This not only reduces the pressure on your service desk, but also enables customers to resolve certain issues themselves and check on ticket progress.

Your workload in numbers

You know your department is busy, but you want to know how busy exactly. Can you provide figures that prove you need more staff? TOPdesk's reports show you the workload of each department or person. Get the story behind the figures by clicking through TOPdesk's dynamic reports.

Modern Reporting

TOPdesk solution is based on the ITIL process model, making process-based approaches even easier. The user-friendly reporting software lets you set up every type of report imaginable in just a few steps. Present information as you see fit – from pie and bar charts to dynamic tables and Excel files.



Pinpoint bottlenecks

Acquiring insight into your performance as an organisation is vital. How many incidents are dealt with on time? Where is work not getting done? Our reporting software can help you find and analyse relevant data, so you will know when and where to step in. TOPdesk's handy KPIs (Key Performance Indicators) provide you all the performance information you need in clear and concise overviews. Spotting and responding to trends will become easy and straightforward.

Visualise your performance

TOPdesk's customisable Dashboard makes it easy to visualise the performance of your department. It offers one clear overview of your key metrics, helping you actively step up your service when needed. With the handy widgets, you can create any report, KPI and selection you want - and easily drag and drop them to your dashboard.

Solutions to recurring problems

Recurring malfunctions cost your organisation money. You not only have to foot the bill for the service engineer and replacement parts, but your colleagues' work is interrupted, affecting their productivity. With Problem Management, you can recognise recurring problems more quickly and take preventative measures, such as a replacement or a temporary workaround. Respond directly to trends, instead of waiting until something goes wrong.

Staying on top of assets and SLMs

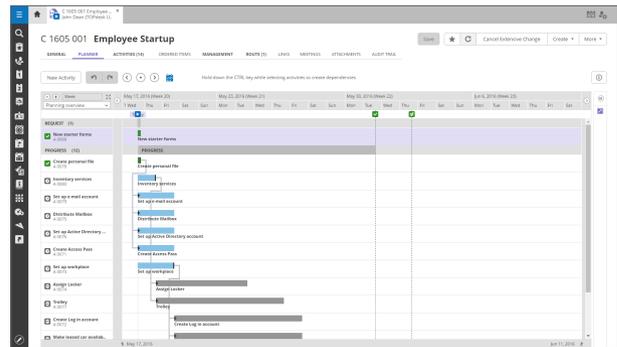
Systematic Configuration Management is essential for providing quality service. Using TOPdesk, you will always have a clear overview of your organisation's assets, from hardware, software and telephones, to keys, servers and the company fleet. You will see exactly which malfunctions and repairs have taken place and who is using certain items. Moreover, using the Contract Management and SLM module will help you manage your contract details, enabling you to keep track of expiration dates and annual supplier costs.

Phones, plants, laptops

From PDAs to plants and laptops – every organisation wants to register different assets. With this in mind, we've designed our software to be as flexible as possible, enabling you to register anything and everything. See at a glance when leases expire or when the most recent maintenance or repairs were carried out. TOPdesk software adjusts to your organisation's demands. Not the other way around.

Efficient change management

Changes in the infrastructure of an organisation are a regular occurrence. You might want to renew or improve assets, replace existing objects, set up a workstation for a new employee, or resolve a structural error. The Change Management module helps you to carry through changes in a predefined workflow. Use change templates to make the route as straightforward or as extensive as you wish. With Change Management's Gantt chart, you record once what needs to be done; the next time, everything will happen automatically.



IT support in education

West Suffolk College

West Suffolk College is a further education college that offers a variety of programmes and opportunities to almost 20,000 students. The College's IT Department uses TOPdesk Enterprise to support both staff and students in all their IT needs. Rudy Berongoy, First Line Support Supervisor, describes the situation at his department.

Navigation and configuration options

"Our department handles typical IT support incidents regarding hardware and software malfunctions, requests for new user accounts and the like. The service desk software we were using was not working well for us, because it was difficult to navigate and configure. So when my associates at a municipality began looking for a new service desk application, I joined them. They invited various software providers to give demos on location. After viewing several demonstrations, I decided TOPdesk was the best application for our situation at the College.

User friendly, excellent support and extensive reporting options

TOPdesk had three main selling points for us: it is user friendly, has excellent support services and the reporting possibilities are extensive. TOPdesk has all the functionalities we need. If one of us has a question about how to configure something, we can easily log an incident on the TOPdesk Extranet or ring the TOPdesk help desk, and we receive a quick and informative response. We are also impressed with the reporting options in TOPdesk.

Most calls logged through the Self Service Desk

The implementation of TOPdesk went smoothly and took six days to complete. Nowadays, the majority of our incidents are logged through the Self Service Desk. We also have a direct link to our department on the intranet, so our colleagues can easily log incidents themselves. We hold regular meetings about TOPdesk and the operators are pleased with the application. They appreciate its ease of use and the fact that it is web based. In addition, our Estates Department is also using TOPdesk to process their facilities calls. Ultimately, we hope to have TOPdesk as the main call logging system for most of our departments, so that we can have one centralised system."



Facilities Management



Facility managers are busy enough as it is, so the last thing you need is software getting in your way. We understand! That is why we have made TOPdesk as user friendly as possible by including clear overviews, personal to-do lists and cleverly designed planners.

Goodbye sticky notes

To gain maximum insight into your planned activities, you need a clear overview; however, sticky notes and Excel sheets no longer suffice. TOPdesk's Facilities Management software will help you register all your work orders in a single application, maximising efficiency for both you and your team.

The perfect match

Every organisation is different. That is why TOPdesk is flexible to meet your personal needs, only displaying information important to you. You no longer have to search through screens filled with irrelevant information, but instead you can use clear and personal overviews. Your technicians will only view job orders concerning them and their group, while managers can access all reports.

A warm welcome

You're expecting a visitor, and you want their welcome to be perfect. You reserve a parking space, register their name at the reception desk and make sure that refreshments are available upon arrival. You can now organise this entire process in the Visitor Registration functionality. Everyone will know which tasks need to be performed before the visitor arrives.

Cars, vans and trucks

It's important to know which vehicles are registered within your organisation. Perhaps even more important to know is when the lease contract expires, whether repairs have recently been carried out and who is currently driving which car. The planner provides an overview of such vital information and more!

From agreement to contract

Facilities departments depend heavily on agreements, both with external parties concerning delivery times and maintenance, and with colleagues regarding work order time frames. Use the Contract Management functionality to keep an eye on whether agreements regarding requests and orders are dealt with on time and up to the agreed standard.

Like clockwork

You don't want to spend much time on recurring tasks, such as cleaning rooms or changing backup tapes. TOPdesk's Operations Management module lets you schedule activities, helping you allocate tasks more effectively and precisely. Your colleagues, the cleaners and the catering team will all be given their list of tasks to work through, and the rest will take care of itself.

Simplify maintenance tasks

Planned preventative maintenance (PPM) is essential for any successful facilities department. Easily schedule recurring maintenance tasks to maintain your premises and assets with TOPdesk. Managing your organisation's periodic tasks helps you keep track of your assets' life cycles and minimise your team's workload. This not only increases the longevity and reliability of your company's assets but also improves your organisation's internal service delivery.

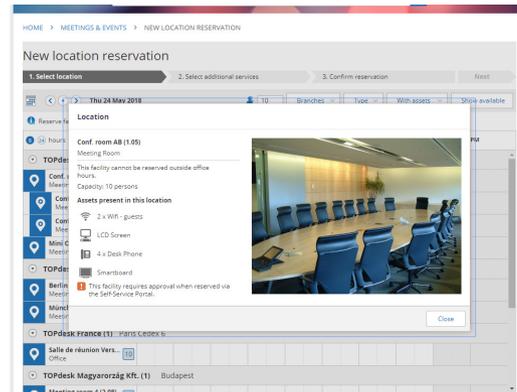
Healthy stock levels

Keep track of stock throughout your entire organisation and never over-order or allow stock to fall below the safety level again! Using Stock and Order Management, you can check the status of stock as well as which orders still need to be processed. Efficient and meticulous management of your stock will alleviate stress, saving you precious time and money.

Coffee, lunch and a projector

No more double bookings, enough chairs in every meeting room and a projector that is always available. Achieve all this and more using TOPdesk's Reservations Management. This functionality gives you insight into the availability, planning, costs, agreements and liability for company assets and rooms.

Your colleagues will not only be able to reserve rooms, but also additional services such as coffee, lunch and laptops. They will receive an automatic confirmation of their request, and the person processing the request will receive a work order.



TOPdesk's reservations planner is extremely user friendly. It enables you to see which rooms, services and company assets are available and you can schedule a new reservation immediately. When a reservation requires additional preparation time, for example, you will see this in the planner's block times.

55,000 meals are served in the air every single day.

For KLM Catering Services, staying on top of things is crucial

KLM Catering Services Schiphol is responsible for providing meals, snacks, drinks and newspapers for about 280 flights with a total of 55,000 passengers – every single day. Each plane has its own cargo, and each passenger has their own diet, which makes getting all the meals out on time quite a complex operation. The Facilities, IT, Quality control, and Technical Services departments at KLM Catering Services all use TOPdesk, and together they support 1,350 employees.

Automating complex processes

To be able to steer this logistical puzzle in the right direction, KLM Catering Services uses TOPdesk. “Every day, trolleys stacked with food and beverages are boarded onto the planes,” explains William van Sutphen, front office coordinator. “And when a stewardess finds out that she’s almost run out of Coca-Cola, she passes this information on to us. We even use TOPdesk to register our work clothes.”

From complaints to enthusiasm

“Prior to implementing TOPdesk, we received quite a few complaints about the lack of communication surrounding the outcome of calls. We would receive calls concerning wrong meals being ordered, a broken roll-down shutter or clothing which was the wrong size – everything was logged, but not directly. Callers also didn’t know how we were handling their call. With TOPdesk, callers are able to see that their complaint is being processed, as well as the action that will be carried out and when a call is closed. This is the biggest benefit for us – instead of receiving complaints we now receive enthusiastic responses about the level of communication.”

HR services



HR departments are involved in a wide range of processes, from the commencement of new employees and updating staff files to processing requests and queries. With eHRM, you will be able to streamline these processes, leaving you more time to focus on your staff and organisation.

Straight to work

When a new employee commences, individuals across various departments swing into action. HR makes sure the staff files are up to date, the facilities department arranges a desk and IT creates a login account and access pass. With TOPdesk, you record what needs to be done only once. The persons involved will receive an email with the tasks they need to perform, and TOPdesk will show you the progress. You can rest assured that everything is arranged, and the new employee can get straight to work on their first day.

Recurring questions answered

Having to explain the same pension policy time and again can become tedious. In TOPdesk's Knowledge Base, you can provide your colleagues with all the necessary answers to frequently-asked questions. Colleagues can find the right information in no time, while your HR helpdesk only has to enter the data once.

Managing confidential data

HR departments are the gatekeeper of highly sensitive information. You don't want to share confidential data with the rest of the organisation. Using TOPdesk's roles and authorisation system, you can determine exactly who has access to which information. Moreover, you can easily allocate calls to HR administration, recruitment or IT. In TOPdesk, everyone has their own work environment. It's safe and secure —not to mention organised.

Comprehensive employee overview

TOPdesk not only helps you keep track of basic staff details such as address, job position and contract type, but also lets you register company cars and access passes held by each employee. Any requests or changes will be added to the employee's file, giving you a comprehensive and central overview of all relevant details and management information.

Satisfied colleagues

Quick response and resolution times are important, but keeping colleagues informed is often even more so. TOPdesk can help you provide your colleagues with all the information they need about their tickets; they can view the status of their calls and all of the information you have made available to them. You decide who can view what information, even having it sent straight to their inbox. Whether it concerns automatic status updates or authorisations, the possibilities are endless!

Everything under control

Do you know how many of your colleagues have a permanent contract, which employees are going to retire within the next five years and which contracts are up for renewal? In TOPdesk, you can create a selection or report based on your employees' age, contract type or education level. You will be able to stay on top of contract renewals, place job ads on time and organise relevant courses.

Integrated with your HRM software

You can easily integrate TOPdesk with your current HRM software and other programs. TOPdesk can import the records from your current system, so you won't have to enter the staff data all over again. It's even easier if another department in your organisation is already using TOPdesk: your HR helpdesk will be able to get started straight away and cost free.

Self-Service Desk

Your door is always open to your colleagues, so it's no wonder that HR management can become overwhelming when you have to answer the same questions time and again. How many holiday hours do I have left? Could you explain the pension policy? Instead of answering these questions directly, your colleagues can now access the digital counter. This not only saves you time, but your employees as well.

In TOPdesk you can publish your staff handbook and answers to recurring questions. Your colleagues can easily find the answers to their questions through the digital counter, giving them the comprehensive information they need and lightening your HR service desk's load at the same time.



Your colleagues can also use the digital counter to log their own calls, requests, changes or orders. Information about the caller and a completed form will be imported into TOPdesk automatically, and your employees can check the status of their call. When you have processed the call, TOPdesk will keep everyone up to date by sending an automatic email.

20 million flowers, 4,000 employees

Efficient and customer friendly HR Service Centre at FloraHolland.

FloraHolland's flower auction is the largest trade building in the world. The one million square metre hall complex sees the sale of 20 million flowers every morning. In 2009, FloraHolland underwent a large-scale reorganisation. The HR department had to become more efficient and everything had to be digitalised, while remaining customer friendly. They achieved this with TOPdesk.

HR needs to be more efficient

"We needed to work more efficiently," explains Bart Wijnen, HSC project leader. "Two years ago, six large flower auctions were merged under the name FloraHolland. Harmonising all these branches is hard work."

A part of this harmonisation was the reorganisation of the HR department. "Before, each branch had its own HR desk and employees, and its own variations on the staff policies," says Bart.

They decided to set up a central HR department. "We needed a service management tool to help us move everything to a single location," explains Tim Holtkamp, application manager. "We didn't have to think long before choosing TOPdesk. Other solutions were incredibly large and expensive. TOPdesk is a flexible tool with lots of possibilities, and it's not too complex."

All questions, requests and comments are processed in one central location, enabling the HR department to maintain a better overview. "HR has been streamlined and the HR process is easier to grasp. For instance, if TOPdesk shows us that there are a lot of questions regarding the pension policy, we can publish a newsletter on the subject," explains helpdesk employee Joeri Keevel.

The change

"Implementing TOPdesk went very smoothly," says Tim. "We were already using TOPdesk for IT, so we could latch on to the processes that had been established for that department."

This does not mean that the HR team could simply copy these processes, as Bart explains. "HR is a very broad field, and the questions we receive are not as easy to categorise as a report about a broken printer. You can't treat them as standard requests." Because of this, the HSC now processes all questions and forwards them to the correct team leaders.

Clear to everyone

Team leaders then pass the incidents on to their department. "The employees can see the status of their incident in the Self Service Desk, which they can access via the HR portal," explains Tim. "We used authorisations and roles to ensure that employees are not able to change requests themselves. They can't access everything, but they do stay informed."

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Shared Service Management

A single solution for IT, Facilities and HR

You don't expect a facilities employee to repair printers. Nor does a system administrator manage the company fleet. Whether it involves a request, a project or a problem, however, it is the support desk's job to help.

Seamless integration

We believe in a single solution for departments such as FM, IT and HR: one tool that makes every department's work easier. It provides clear overviews and is useful for the entire organisation. Manage all your processes in a central location, while everyone keeps their own secured work environment. That's why TOPdesk is the only tool that seamlessly integrates these departments.

Smooth collaboration

Supporting departments collaborate on a daily basis. When a new employee commences work, for example, he or she needs a desk, as well as a login account and access pass. TOPdesk enables you to draw on each others expertise, and update everyone on their work with one click of the mouse.

Your own work environment

As an IT manager, you don't want questions about the catering on your to-do list, and confidential employee information should only be visible to the HR department. With an extensive roles and authorisation system, you choose exactly who can access which data. Your work is safe and secure, while maintaining a clear overview.

A single service point

TOPdesk is the ideal solution for setting up a single point of contact and delivering Shared Service Management. Questions about whether to call Facilities or IT about a broken telephone are a thing of the past. From now on, your colleagues can log all their requests through a single portal, while you simply transfer the requests to the right department. Everyone will know where they stand.

Lower costs

One tool for several departments means one price. At TOPdesk, we offer you the most competitive prices. Our licence structure is based on the number of people you support with TOPdesk. This means you don't have to purchase a new licence for every new operator, making it easy and affordable to use TOPdesk for several departments.

A version for every organisation

TOPdesk is available in Professional and Enterprise versions.

TOPdesk Professional comprises all the ITIL basic functionalities with the possibility of choosing additional modules, such as Change Management and Reservations Management. Numerous organisations use TOPdesk Professional to support their facilities, legal, IT and HR departments. It provides you with partial incidents, operator groups, key words, extensive overviews and reporting possibilities, to name a few.

TOPdesk Enterprise is the ideal solution for organisations that demand the highest calibre of professionalism and technology in their service management. TOPdesk Enterprise is fast, scalable and offers a broad range of possibilities. It is perfect for IT support, facilities management and other service management processes, enabling you to work together in one system. With TOPdesk Enterprise, you can optimally support your colleagues, customers and business relations, whether they are at one location or spread across many sites.

TOPdesk as a Service

TOPdesk as a Service is a comprehensive tool, offering you all the conveniences of SaaS. It is a perfect solution if you want to improve your service levels with professional software, without the hassle of a long implementation process. TOPdesk as a Service lets you get straight to work. After a short setup process, your operators can log into TOPdesk round the clock from anywhere in the world.

TOPdesk software is so intuitive that you don't need in-depth training to get started.

With TOPdesk as a Service, you entrust the maintenance and management of the software to our professionals. Once TOPdesk is running at your organisation, we take care of patches, updates and maintenance for you. We provide you with expert support: our consultants and support specialists are always at your service to answer your questions, big or small. In this way, you will have more time to focus on your core business.

Save time and resources

According to the 'Merging Desks' report conducted by TOPdesk in partnership with Service Desk Institute (SDI), a shared service management desk is not only much more efficient but also saves customers valuable time and resources. Reduction in resource consumption associated with the shared service model can immediately lead to significant savings. When calls are closed faster and more efficiently the quality of service increases whilst the cost per call is reduced.

About TOPdesk

TOPdesk is an independent, international provider of service management solutions. We believe in the power of simplicity. TOPdesk helps organisations improve their services by offering user-friendly and standardised software.

Origin

TOPdesk has been providing service management solutions for organisations since 1993. It emerged as an independent, reliable enterprise that has evolved into a well-known and integral player in the service management field. Today, the company is an international organisation with ten branches and more than 600 employees.

Entirely self-sufficient

TOPdesk is an independent and privately-owned company that remains completely debt-free. We strive to secure our continuity with healthy, manageable growth. Our expansion is funded by our own means and assets.

Whether it concerns product development, sales, implementation or support, all aspects of our organisation are in our own hands. Consequently, we take responsibility for every last detail.

Global success

We always try to cater to the organisation's needs, the people working with the software and the customers they support. This personal approach has been successful: over 5,000 organisations in 50 countries have already made TOPdesk their first choice for IT, Facilities, HR and Shared Service Centres.

User-friendly software

We have devoted a lot of time and effort into designing our software's user interface. It is advanced, intuitive and the various processes are seamlessly integrated. The application is a complete solution - all its processes are available separately and can be implemented out of the box. This combination of user friendliness, outstanding support and value for money has earned our ITIL-based service management software numerous awards. TOPdesk was listed in Europe's 500 Top Growth Companies in 2010 and voted one of the Most Popular SaaS Providers in 2011.

Modular structure

When you work according to processes, you save both time and money. That is why TOPdesk employs proven best practices such as ITIL, ASL, BiSL and MOF. These methods help organisations to comply with ISO and SOX standards.

TOPdesk software is modularly structured and offers countless possibilities to suit the unique needs of any service organisation. Organisations need only purchase the processes and functionalities that they need and use, thereby eliminating superfluous elements and costs.

Overview of processes and functionalities

TOPdesk software

- + 100% web-based, platform-independent
- + Databases: Oracle® Microsoft® SQL (among others)
- + Modular, adjustable, multilingual (10 languages)
- + Based on ITIL and MOF
- + ISO and SOx-compliant
- + Pink Verified

Configuration/Asset Management

- + Register hardware, software, telephone systems etc.
- + Key Management
- + Fleet Management

Incident/Call Management

- + Register questions and malfunctions
- + Contact moments
- + CTI
- + Self Service Desk; central information portal
- + Knowledge base and Standard solutions

Reservations Management

- + Reserve rooms, equipment, services
- + Availability overview in graphic planner

Stock and Order Management

- + Manage stock and safety stock
- + Bookkeeping process flow information

Problem Management

- + Quality management of calls
- + Structural solutions for recurring errors

Change Management

- + Schedule change routes and meetings
- + Manage recurring changes with templates
- + Release management and CAB
- + Gantt charts/Graphic overviews

Operations Management

- + Manage operational tasks

Contract Management & SLM

- + Contracts and SLAs
- + Contract commitment overview
- + Automatic reminder of contract conditions

Project Management

- + Structure projects
- + Assign activities to persons

Property Management

- + Register buildings, storage spaces, etc. and related properties

Long-term Planning

- + Manage, schedule and budget long-term maintenance

Reports

- + Use embedded report wizards to create reports
- + Make KPIs measurable
- + Maintain control of quality and service levels

Customer satisfaction surveys

- + Conduct customer satisfaction surveys
- + Graphic overview of results

Visitor Registration

- + Overview of (expected) visitors
- + Guarantee visitor's safety

Knowledge Base

- + Record procedures and documentation
- + Product and Services catalogue

Links

- + Add-ons such as Barcode Scanner
- + Staff databases such as Active Directory
- + Other software such as Outlook, CAD, GIS
- + Mobile: supports PDA, tablet, smartphone, among others



Implementation and consultancy

TOPdesk offers you a range of services to help you improve your organisation. We can implement TOPdesk software, train your employees and offer you full support when using the application – anything is possible.

Implementation

The implementation of comprehensive service management software for your organisation will lead to revolutionary changes, optimising your IT, FM or HR department's processes and procedures. We will support you all the way when implementing TOPdesk software. Above all, the software you purchase should meet all your organisation's needs and support your processes. Our consultants are ready to help you identify the necessary steps to optimise your company processes and guarantee a smooth transition to using TOPdesk. All in your own time.

Seamless integration

We make sure that TOPdesk is seamlessly integrated with your current applications. We can help you to import your staff data, CRM applications or configuration databases using applications such as ActiveDirectory, NDS, Beaufort, MS Excel, MS Access, SQL or Oracle. You can also customise your Self Service Desk according to your own corporate identity.

Courses and training

We believe that everyone should be able to work with TOPdesk, which is why our software is extremely user friendly. We also offer a large range of courses and training possibilities to help your new colleagues learn all they need to know about TOPdesk, or you could even brush up on our new and improved modules.

Reliable Support

TOPdesk offers a range of services to help you take advantage of all that the software has to offer. Should you have queries or encounter problems with the software along the way, TOPdesk's Support department is just a phone call or email away. Our support specialists are experts in their field and are always available to help you.

Products and services

For every organisation

TOPdesk can accommodate all types of service organisations including:

- IT support
- Facilities departments
- Call centres/customer help desks
- Shared Service Management
- Town hall services/resident support
- Human resources
- External support

Return on investment

Implementing TOPdesk as a service management solution in your organisation will reduce your operating costs. Assets will be utilised more efficiently, malfunctions will be prevented, new employees will be trained faster, and downtime and performance will be quantifiable. TOPdesk increases the efficiency of your service desk. The initial investment in TOPdesk will be quickly offset by the subsequent benefits to your service desk, ensuring a high Return on Investment (ROI) and an attractive Total Cost of Ownership (TCO).

Satisfied customers

Research has indicated that our customers consistently rate our products and services highly. A sample of our services includes:

- Extensive consultancy services
- Training programmes
- Guaranteed development and maintenance
- Help desk support
- Self Service Desk (Extranet)
- TOPdesk Community
- TOPdesk Symposium
- TOPdesk on Tour

Visit us at www.topdesk.com