

LAND

(Lightweight Admin Network Desk)

Developed by:
ALFATEK

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HELPDESK Platform designed for Small To Medium Size Businesses

New Ticket

Your name*


Your email*

Please select priority* ▼

Please select category* ▼

subject*

Message*

I'm not a robot  reCAPTCHA
Privacy Terms

Send

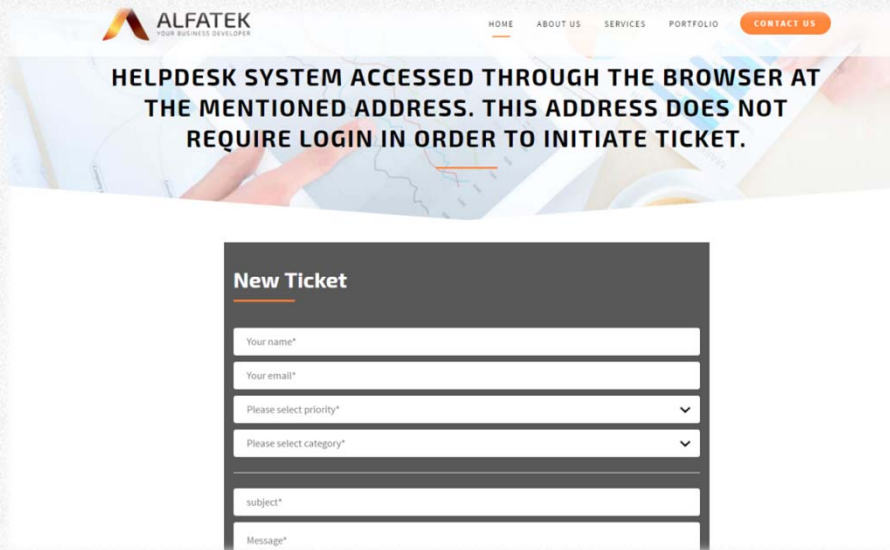
Why do we need it?

Developing your own Helpdesk system can be time-consuming. By getting the open box solutions, you are paying for options you won't use in real life.

Build to supercharge your IT team

This is why ALFATEK developed light helpdesk platform that can be easily adjusted to your business needs.

What are the deployment options?



Deployment Options

Due to a variety of customization options and potential needs of the client, ALFATEK is providing either on-premise or hosted ways to deploy LAND Platform.

On-Premises Deployment:

Starter Package priced from \$700 per year. Client requires to meet system needs and process maintenance.

Hosted Deployment:

-Starter Package priced from \$100 per month. No maintenance needed. Default storage set to 5GB.

Interface Support Any Browser

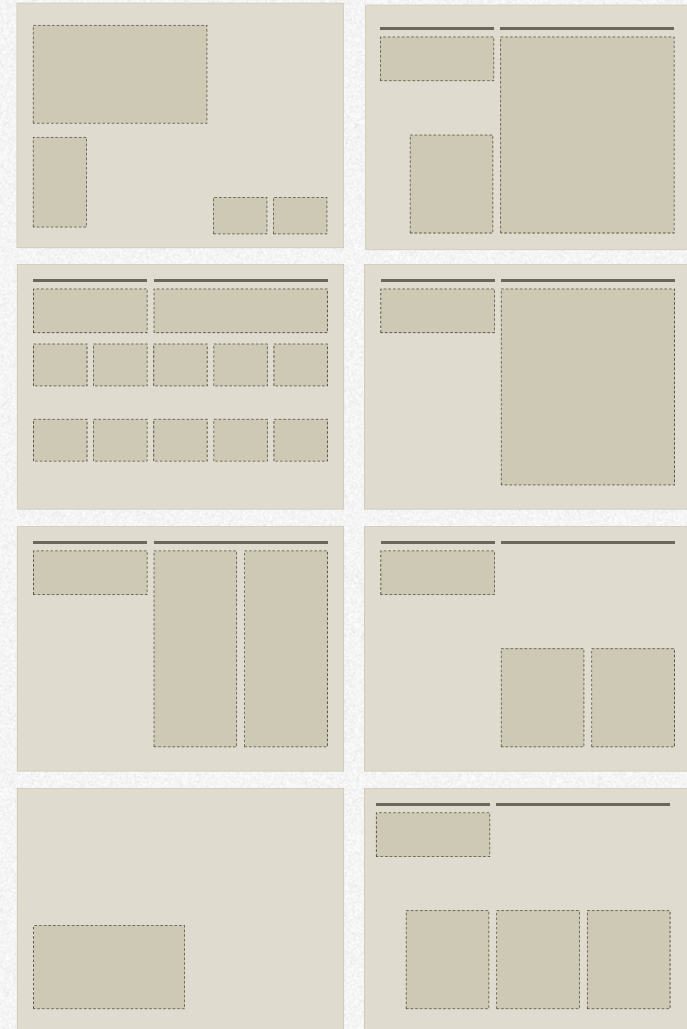
Admin Panel Layout Options

Helpdesk Solution does come with the standard User Interface, however, if a client insists on using their designed UI, ALFATEK can integrate it or use other recommended control panel templates.

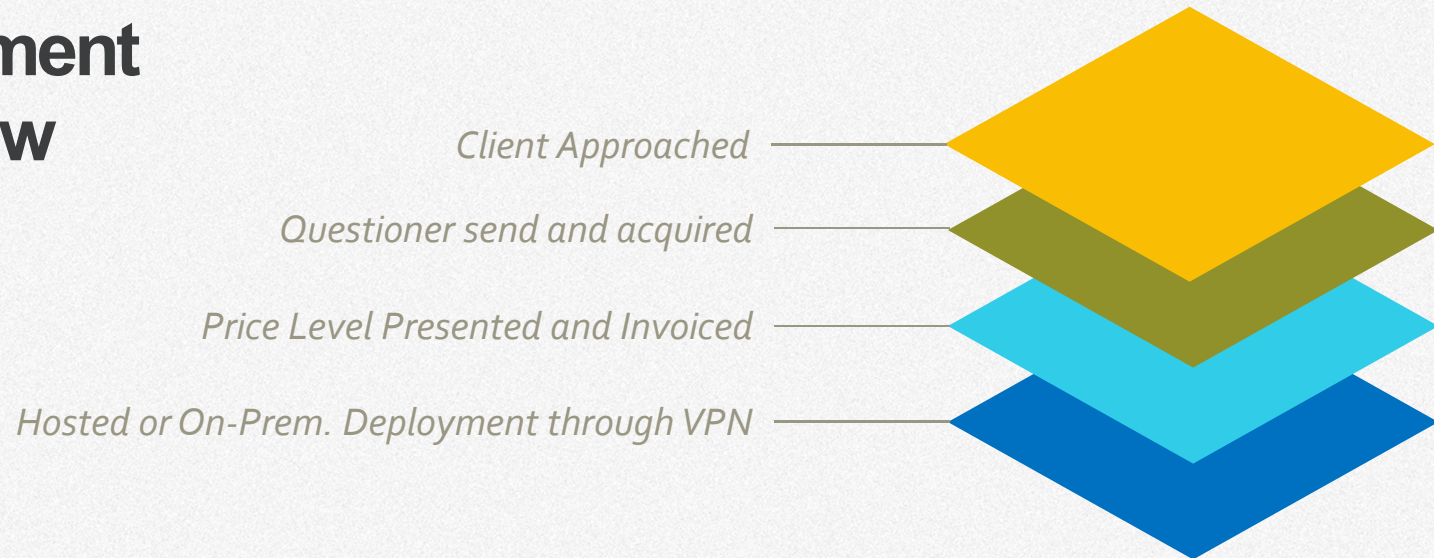
Mobile Optimization supported.

The screenshot shows the ALFATEK Admin Panel Dashboard for user Alex Faylond. It features a navigation bar with 'Dashboard', 'Report', and 'Tickets' tabs. A welcome message is displayed at the top. Below it are four summary cards for ticket counts: 7 Tickets (blue), 5 High (red), 2 Medium (yellow), and 0 Low (green). A 'Ticket Report' section includes a date range selector (03/13/2017 - 04/12/2017) and a line graph showing ticket volume over time. The 'Last Ticket' section contains a table with the following data:

| Ticket | Date | Email | Subject | Category | Priority | Status | Action |
|-------------|------------|----------------------|--------------------------------|---|----------|--------|--------|
| #1492034683 | 04-12-2017 | NLeung@agenusbio.com | Website Down Please check ASAP | Website Assistance Needed (Website displays 404 and etc.) | High | Active | |
| #1490272715 | 03-23-2017 | novvanet@gmail.com | test | Technical Issue with Desktop Hardware or Operating System | High | Active | |
| #1489492073 | 03-14-2017 | novvanet@gmail.com | novvanetgmail | Website Assistance Needed (Website displays 404 and etc.) | Medium | Closed | |
| #1489492026 | 03-14-2017 | novvanet@gmail.com | novvanetgmail | Website Assistance Needed (Website displays 404 and etc.) | Medium | Active | |



Deployment Workflow



Notes

Questioner sent to the client will contain multiple choices, and entries for the information submitted.

Once configuration is received from the customer site, ALFATEK team will compile price plan and implementation requirements.

For On-Premises deployments, it's customers' responsibility to provide, maintain, and build to OS level hosting instance. Once OS level deployed, ALFATEK team will require VPN (Secure Tunnel) to engage in the solution deployments.

Price Plan usually send as a separate email.

Options during implementation

LAND can adapt to your workflow, reporting, and approval process. The following options can be added or changed during the deployment stage. Some of the options to consider that can reflect pricing during On-Prem. and Hosted Implementations.

1 Customized Ticket Categories

Please select priority*
Low
Medium
High

Edit Custom Logo

Upload Image Image URL

2 Customized Ticket Priorities

Please select category*
Please select category*
Technical Issue with Desktop Hardware or Operating System
Technical Issue with Software Suite (Outlook and etc.)
Network Issue Reported (Internet Down)
Server Issue Reported (Slow Performance)
Website Assistance Needed (Website displays 404 and etc.)
Application Issue (Error during the application start and etc.)
Business Request (Need to sell of computer merchandise)

3 Workflow design

New Ticket

Your name*
Your email*
Please select priority*
Please select category*
subject*
Message*
 I'm not a robot
Send

4 API integrations with the IT Managed Apps

5 Unlimited Profiles for Admin Staff and Users

6 Customizable Reporting and Alerting

Demo

Link to Online Demo

<http://alfatekcorp.com/tickets/>

Contact Us

inquiry@alfatekcorp.com
