

# Updated browser-based helpdesk software from NetSupport – NetSupport ServiceDesk v5

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Enterprise software specialist NetSupport announces the immediate availability of NetSupport ServiceDesk version 5 – the latest update to its fully customisable browser-based helpdesk solution.

Utilising SQL server technology and instantly accessible through a web browser by any user from their desktop or mobile device, NetSupport ServiceDesk combines incident, problem and change management modules with automated workflows, powerful status reporting and a customer self-service portal to streamline helpdesk processes.

Highlights in version 5 include: a fully refreshed interface (suited to both desktop and mobile platforms); extended customisation capabilities including personalised Home and Exit pages for each operator; added Service Level Agreement support gives clear visibility to any potential impact on delivery timescales; extended reporting with a new custom report designer - and the introduction of pre-populated service request templates is set to make it even easier for users to log issues.

“NetSupport ServiceDesk has great appeal to our customers as a low-cost, easily implemented answer to their helpdesk challenges – either stand-alone or in conjunction with our complementary network management solutions, NetSupport Manager (PC remote control) and NetSupport DNA (IT asset management),” comments NetSupport’s Technical Director Andy Gibbons.

Mr Gibbons continues: “Without the complexities and training overheads often associated with solutions of this nature, NetSupport ServiceDesk is ideal for small or medium sized companies or educational sites, yet is fully scalable for larger enterprises. Ease of use (for helpdesk staff and end users) combined with the ability to effectively track and manage service desk performance and productivity is essential and, with the UI changes, optimised workflows and extended reporting capabilities, Version 5 builds on these key areas.”

You can learn more about NetSupport ServiceDesk 5 and access a free trial by visiting <http://www.netsupportservicedesk.com>.

## About NetSupport

Headquartered in the UK, 2014 sees NetSupport celebrating 25 years as a market-leading developer of service management, remote control and desktop management software.

Its flagship solutions are NetSupport Manager (remote control and PC management), and NetSupport School (classroom management and instruction). The company also specialises in IT Asset Management, ITIL Service Desk, Desktop Security and Desktop Alerting software.

NetSupport was recently nominated for Software Vendor of the Year at the 2014 European IT and Software Excellence awards, plus ICT Exporter of the Year at the 2014 BETT Awards.

For more information about NetSupport, visit <http://www.netsupportsoftware.com>.

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