



Our Product

SysAid is an all-in-one IT Service Management Solution. Simple, scalable, and feature-rich, SysAid helps you quickly and securely resolve your IT issues:

- Automate your service desk
- Control your hardware /software management
- Implement effective systems monitoring
- Provide self-serve capabilities for end users

Specially built to streamline your help desk and asset management processes, SysAid gives you all the tools you need in one comprehensive solution to meet any IT challenge. You can even take SysAid with you on the go, because we provide free mobile apps for all your devices.

Core Modules

Service Desk - Automate the handling of service requests to work faster and more efficiently. You can rely on automatic routing rules, escalation rules, and priorities to ensure that every service request receives proper attention.

Asset Management - Track your hardware and software to maintain a detailed and up-to-date inventory. All networked hardware and software is automatically detected, and detailed notifications keep you informed at all times.

Remote Control - Remote machine access from anywhere, with zero configurations, from within a service request, asset, or chat conversation. All sessions are performed via a secure web connection.

Self-Service Portal - End users can log in to an intuitive web portal to submit service requests, access their service history, find solutions in the Knowledge Base, and track the status of their service requests.

Knowledge Base - Both end users and administrators can find solutions in a database of common service requests and their resolutions.

My Desktop - Provide end users access to their desktop computers from any device with an Internet connection, including from all mobile devices. Improve efficiency with this simple, convenient, fully auditable, and secure remote access solution.

Mobile Application - Manage your help desk and assets from your iPhone or Android device. Free application available in app stores for your mobile devices.

Reports and Analytics - Pull detailed reports about your assets, help desk workload, satisfaction levels, and service quality to analyze your inventory and performance.



IT Performance Benchmark - Your IT data is automatically converted into statistics and ratios to help you compare your current performance with the past, and even with thousands of other IT departments worldwide.

Online Chat - Communicate with your end users through a live chat tool that's fully integrated with your help desk and asset management tools.

Calendar - Stay on top of your IT assignments and deadlines in one place. It's integrated with the rest of SysAid so information you add elsewhere is automatically added to your calendar, too.

CMDB - Build a database of all components in your IT environment and easily track the relationships between them to predict the business impact of any change you make.

ITIL Change Management - Plan all change requests, perform risk assessments, predict the business impact of changes, and ensure that all changes go through a chain-of-approval process before for all changes.

ITIL Problem Management - Identify, analyze, and track root problems to prevent future recurrence of incidents.

ITIL Request Fulfillment - Create a tailor-made request process for each type of service you offer and fulfill user requests quickly.

SLA Management - Create SLAs regarding the speed and quality of service your IT team is expected to provide and get an immediate visual snapshot of how you're meeting your SLAs in a graphical dashboard view.

API and Advanced Customization - Customize SysAid to meet virtually any need or requirement. Integrate SysAid with third-party applications, write custom scripts, add your own validation rules, and many more.

Multi-Company Support - Provide effective and organized support to multiple companies, business units, clients, and locations.

Advanced Reporting - View real-time, customizable graphs and charts on your IT department's activities: help desk, service quality, inventory, project progress, and more. Run reports, on the fly or scheduled, to monitor your performance.

Password Services - Dramatically reduce help desk calls with SysAid's Password Services solution. Allowing your end users to securely reset their passwords and unlock their accounts without intervention from the IT staff will raise the production of your admins and end users alike.



Tasks & Projects - Manage your projects and corresponding tasks, and view their progress in intuitive Gantt charts, to ensure that all tasks are completed on schedule.

Monitoring - Monitor the vital parameters of your network, system services and processes, incoming and outgoing data rates, SNMP traps, and more. Get instant SMS, email, or service request notifications when action is needed.

Advanced (*optional*) Modules

Patch Management* – Deploy patches to multiple or individual computers, integrate with change management, setup policies to customize which patches get deployed to which computers.

BI Analytics* - SysAid brings you a BI Analytics tool that's built into your SysAid solution, saving you significant time on integration and implementation. Choose from predefined KPIs to get started immediately or customize the interface to suit your needs.

TeamViewer licenses*– SysAid customers can access all the features of TeamViewer remote control from SysAid without a pre-existing TeamViewer account, to initiate remote sessions with end users directly from any incident record.



Training Programs

[SysAid Academy](#)

Get the most out of your SysAid experience with tips and tricks, best practice advice, courses and more! SysAid Academy's team of experts offers various training opportunities in order to help our customers maximize the value of their investment.

[SysAid Kick Start Course](#)

For SysAiders just starting out. If you are taking your first steps with SysAid, this is the perfect course for you. It will provide you with the foundation for a successful implementation.

[Certification Program](#)

Geared for the more advanced users, the SysAid Certification Program provides the tools to gain an extensive foundation and knowledge of SysAid—to help increase efficiency and cut costs. The Program features new methods, techniques, and real-life examples.

[Video Tutorials](#)

Discover how SysAid can help you improve your IT service delivery. Better understand our Service Desk, Asset Management, and Analytics capabilities to help you work more efficiently. From service records to escalation rules, from customization options to chat, we've got it all covered so take a look.

[Monthly Webinars](#)

Each month, we invite all our customers to a free live webinar on diverse topics. In just 45 minutes, our customers have the opportunity to learn from our experts and get the technical aspects as well as best practices. A lively Q&A session always follows the presentation.