



Complete Help Desk, Client & Asset Management

Turn problems into solutions, opportunities into sales!

Aegis is an affordable and easy to use Help Desk, Client and Asset Management system. Aegis is scalable and packed with features users have come to rely on.

You can either purchase the complete Help Desk System, the Defect Tracking System or the Client Management System.

Choose the products that best suit your requirements.

Aegis Help Desk includes Help Desk, Client and Asset Management - all integrated to power your call center. It will help you provide the type of service your customers expect. *A First Class Service!*

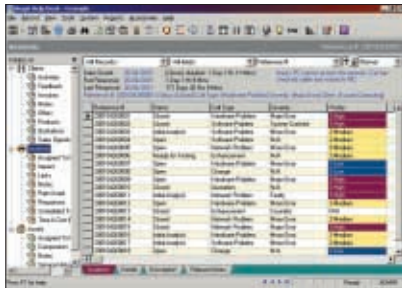
Aegis Defect Tracking includes Help Desk and Client Management. Puts you back in control and helps ensure the defects are out and the quality is in. *Deliver quality not defects!*

Aegis Client Management contains the Client component. Store and share all your customer and sales information in one central location. Never lose a contact detail or opportunity again. *Turn opportunities into sales!*

Check the sticker for the product supplied in this box.

YOUR CALL CENTER

Aegis provides you with the interface and features you need to enhance your call center.



Log and classify each incident by Call Type, Severity, Priority and other attributes. You can classify incidents any way you like.

Record any number of responses to an incident and instantly review the history of responses to an incident.

Allocate a call to a user or a group of users. Use the Job Queue to quickly view who is working on what.

Track the total cost and time spent to resolve a problem.

Track how a call will impact on other areas and schedule tasks to be performed before work commences on a call or after it is resolved.

Use work flow to automatically reassign a call when the status changes from one state to another. Work flow is fully configurable based on call type.

AUTOMATIC NOTIFICATIONS

Automatically notify clients and internal users of any changes.

With automatic notification, nothing falls through the cracks. Two levels of notifications are provided; record level and field level notifications.

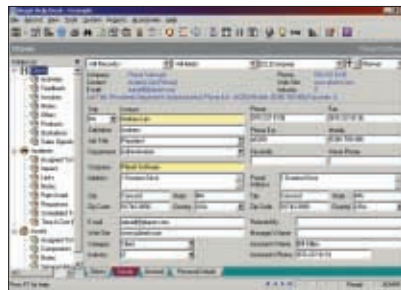
KNOWLEDGE BASE

Resolve incidents quickly using the fully searchable knowledge base with resolution histories. Draw on the knowledge of all team members.

CLIENT MANAGEMENT

Create multiple contacts for each client. Store all your client details in one central location.

Record client activities, feedback, invoices and quotations, offers made to clients, products purchased by clients and sales opportunities.



BROADCAST MESSAGE

Broadcast messages via e-mail to clients and internal users.

With a few mouse clicks, you can notify your clients of product fixes, special offers or new product releases without the time consuming and expensive task of sending out mailers.

ASSET MANAGEMENT

Define the components that made up an asset and track the total cost for each asset.

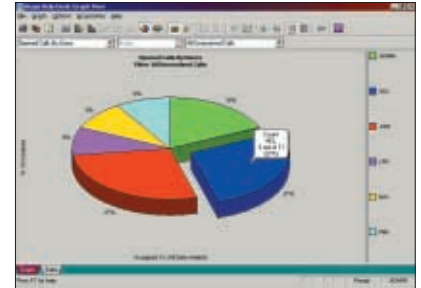
Easily allocate an asset to a user and or a client and re-allocate it when necessary.

Record asset service history and total service cost.

MANAGEMENT REPORTS

Aegis includes comprehensive reporting and graphs.

See the big picture at a glance with Distribution and Trend graphs.



FILTERS, VIEWS, SORT FIELDS AND CELL STYLES

Use filters, views and sort fields to show you the records you want to see in the form you need to see it in.

Use cell styles to highlight records based on a given value.

CUSTOMIZABLE

Use Aegis as supplied or change it to work your way. Set up your own databases, the way you want them.

Change your view of information, define field names and attributes, attach a list box to a field and use the form designer to design your own window - you name it. Each field is fully configurable.

AND MUCH MORE...

- Interface to external e-mail systems.
- FAQ.
- Full security control.
- Record templates, auto complete and populate options for speedy and accurate data entry.
- Unlimited number of databases.
- Workstation auditing, scan for authorized and unauthorized software.
- Data import and export.
- Group update and delete.
- Configurable change history.
- Optional add-ons.
- Network ready for multi-user license.
- Plus many more...

Aegis is the obvious choice for your help desk, client and asset management solutions.

