

MOnKey2000 – a helpdesk solution

Who needs MOnKey2000? Why do I need MOnKey2000?

Working at helpdesk I have found the hard way out what a difference an efficient helpdesk can make. Having confidence in my tools makes everything run that much smoother. The MOnKey2000 is an answer to a great variety of information needs and situations that every helpdesk professional meets on daily basis.

HelpDesk is about money

A helpdesk is an ever increasingly important part of any company's daily production supporting routines. To maximise the overall productivity there is a definitive need for an easy to use, fast and cost-effective helpdesk solution. Under no circumstances can there be any breaks in the production line. We at the helpdesk have to have an access to up-to-date, accurate information on all aspects affecting the production environment. This information has to be accessible from different parts of the organisation. The information is the life line of a well run business. That's an inescapable fact of modern IT life.

The production has always the top priority. The production line has to deliver, at all times.

MOnKey2000 is a flexible application that makes helpdesk able to answer any questions thrown at them. Answers are found promptly and without interference in the core business.

HelpDesk is about managing information

A helpdesk plays a crucial role in supporting business by an accurate management and bookkeeping of work tasks, users, information over devices and their configurations, and software licences. All this information needs to be collected and kept in a centralised and well managed way.

A well managed helpdesk solution needs to be a tailored and customisable. MonKey2000 is an application that can answer the needs of changing and growing systems.

What does a new helpdesk solution mean to my old helpdesk system?

All the information and knowledge You have gathered pre-MonKey2000 will not go wasted as that knowledge can be imported or converted to Your new system. That earlier information is to be regarded and valued as human and technological investment and capital. The most valuable asset for any company is the people and their knowledge.

What does the delivery consist of? What do I get for My Money?

You receive a helpdesk solution that will be customised and well fitted into Your existing information systems. If needed, MOnKey2000 will be integrated with Your company's other systems.

License

The MOnKey2000 package is delivered with a company-specific license. This means that the number of installations and users is unlimited!

Support

The package always contains customisation. This includes the installation, instructing, conversion of information from previous systems and an over-the-phone support of one month.

There is also a separately available customer-specific maintenance agreement.

The technology behind MonKey2000

MonKey2000 is an open source software solution. This means that Your company may create Your very own queries and reports. Of course, we are more than happy to help with Your projects!

MonKey2000 is a Microsoft Access application developed as a VBA-solution with a multi-user and networking capabilities.

MOnKey2000 is developed with the Microsoft Access database software. MOnKey2000 is a multi-user network version. There is also an SQL server version available.

MonKey2000 features at a glance

Management of:

- hardware
- software licences
- user information
- organisational information
- work tasks in context of equipment and personnel
- hardware and software providers
- an automated transfer of room/floor plans from MonKey2000 to Excel
- a very versatile and comprehensive reporting system
- a very well parameterised system enabling the user to make changes

Contact

For further information, references and a demo version, please, contact:

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