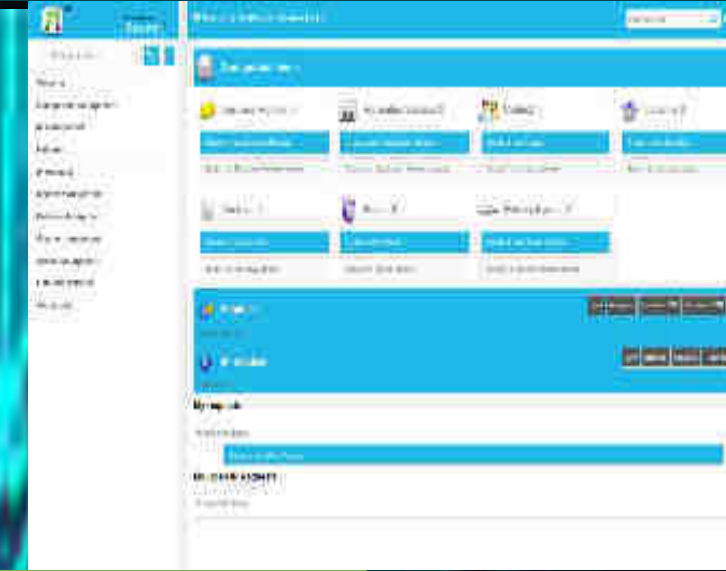# HDS
Help Desk System

iReveal HDS: the complete ITSM solution

iReveal HDS is a multi-client web portal designed for service providers and businesses. Simple and easy to use, it allows all configuration items and their relationships to be managed in a flexible CMDB. Increase your productivity by managing user requests, incidents, problems, changes, and the service catalog in a single repository.

1. Service catalog management

Service catalog management is the foundation around which the various processes (the management of user requests, incidents and changes) are structured. iReveal HDS allows service level expectations to be defined on the basis of simple metrics that are measured directly from thetickets.

2. Rapid access to information

iReveal HDS offers both multi-criteria searches and a global search engine. In addition, in iReveal HDS each CI (or list of CIs) is accessible through a direct web link.

3. Automatic impact analysis

iReveal HDS allows you to define dependency rules between different CIs. These rules are used by the application to automatically analyze the impact of an item on the other CIs and generate a list of persons who need to be notified.

4. CMDB

The configuration management database (CMDB) stores all the configuration items (OS) and their relationships, allowing you to document the whole infrastructure and its environment. The CMDB keeps a log of all changes.

5. Easy data loading

The import tool allows external information to be loaded quickly onto iReveal HDS. A wizard guides you through the process and verifies its consistency. All the items, their attributes and their relations can be massively imported.

6. Dashboard

iReveal HDS provides simple dashboards enabling you to monitor activity and the quality of the service delivered. They can be configured and defined at the level of each module. For example: Activity rate of support teams, number of incidents per service or per client, managed configuration items, etc.

7. Flexible ticket management

iReveal HDS allows you to manage tickets with specific workflows: queries, incidents, problems, change. For support teams, automatic notifications and predefined actions are associated to tickets.

8. Managing working days and hours

Automatically calculate your service commitments by day and hour, defined for each service and client.

9. Creation of tickets by e-mail

Users can create and manage their requests through a simple e-mail exchange. iReveal HDS updates tickets based on those conversations and automatically notifies the support agent.

10. Productivity of support teams

Support teams can keep users informed by posting updates in a public log. Updates are immediately visible in the client portal as well as being sent by e-mail to the affected people.

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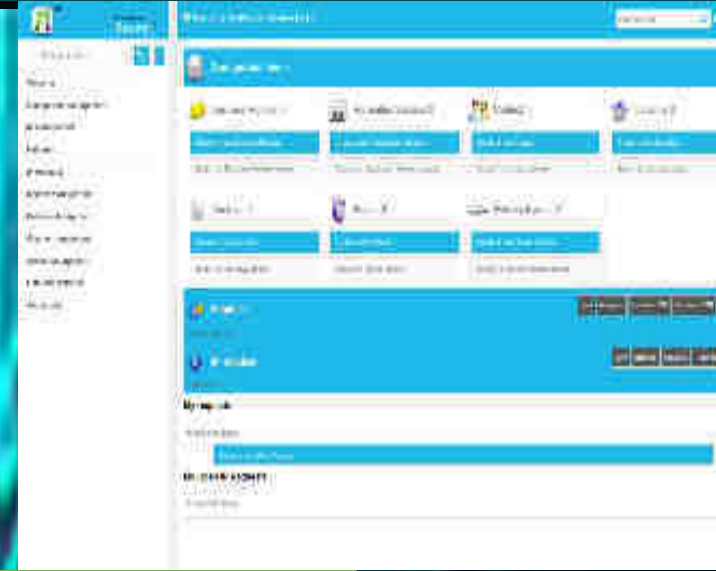
11. Integrated activity report with Excel

Using the native functionality of Excel (web data import) you can easily create activity reports based on iReveal HDS data. All you need is a basic knowledge of Excel.

12. Approval of user requests

iReveal HDS can predefine rules to automate the approval process (through an e-mail for example). iReveal HDS allows active or passive approvals as well as multilevel approvals.

13. Data integration

iReveal HDS integrates a powerful data exchange engine to add, update and delete external information according to predefined reconciliation rules. Data can be processed through an ETL or a script. All this information can be exported in HTML, CSV and XML. For complex exports, iReveal HDS integrates the query language OQL. A program interface (REST/JSON) gives access to all the elements of the application.

14. Client portal

"Client" users can submit queries directly according to the service catalog while tracking and updating them on the portal. For standard requests the portal also provides predefined templates.

15. Satisfaction surveys

With iReveal HDS you can design questionnaires and manage surveys to evaluate user satisfaction. The survey results can be accessed directly via the web interface and can also be printed and exported in CSV format.

16. General characteristics

- Multi-client capability with data partitioning
- Multi-criteria searches
- Data export in CSV, HTML, XML, PDF
- Data import in CSV
- Google-type global search
- Synchronous or asynchronous automatic email notification
- User profile management• Direct link with Cls and lists
- Complete change history• Configurable dashboards
- Complete REST/JSON API for access to data

19. CMDB

- Contact and role management
- Infrastructure management (servers, networks, printers, PCs, etc.)
- Software and application architecture management
- Business process management
- Management of relationships between CMDB elements
- Document management (in relationship with Cls)
- CI groups (can be arranged in a hierarchy)
- License and patch management
- Management of organizations and sites (option of hierarchy)

17. Problem management

- Documentation of recurring incidents
- Links with incidents and changes
- Database of known errors and FAQ
- Documentation of workaround
- Documentation of solution
- Links between problem and affected Cls
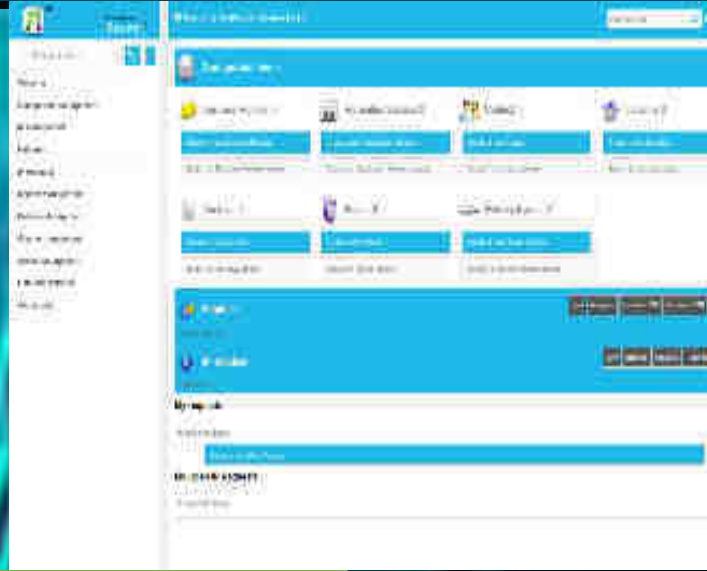
18. Change management

- Change management with approval process and role (manager, supervisor, etc.)
- Automatic impact analysis
- Links with incidents and problems
- Links between change and affected Cls
- Documentation of implemented actions
- Documentation of recovery plan

20. Service catalog & SLA

- Management of service catalog and SLA
- Definition of agreed metrics (TOO, TTR ...)
- Definition of coverage windows
- Management of client and vendor contracts
- Relationships between contracts and Cls
- Relationships between contracts and contacts
- Addition of documents

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iREVEAL
ALERTS REPORTS MONITORS SECURITY

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21. Ticket management
- Attachment of several tickets to a master ticket
- Automatic calculation of priority according to impact and urgency
- Addition of attachments
- Identification of service and related service items
- Assignment to a team and agent
- Automatic update of dates and timers
- Automatic notification of contacts
- Action history

22. Minimal configuration
- Web browser (customer workstation): Chrome, Firefox, Microsoft Edge
- System: Windows, Linux (Debian, Red Hat, FreeBSD), Solaris
- Web server: IIS or Apache with PHP 5.2 +
- Database: MySQL/MariaDB 5.0+
- Requirements (server): 2 processors, 16 GB RAM, 100 GB hard disk space

23. Help desk
- Track user queries
- Identification of service user by name of company and contact
- Typology of queries
- Suspension of a query pending an action
- Approval process
- User portal for submitting and tracking queries
- Creation and updates by e-mail
- Satisfaction surveys
- Query templates

24. Incident management
- Automatic impact analysis
- Links with CIs and contacts affected
- Creation and updates by e-mail

25. Complaint Logs

The HDS supports web based complaint logging management system through which operator provided by SI will log the issue/complaints regarding non availability of service and automatic notification will be sent to stake holders through SMS/email.

26. Complaint Rectification

After rectifying the said complaints, the SI will be required to update the resolution/call-closure date and time in the software.
System Integrator will maintain all logs of complaint redressal/report(s) and submit the report to user department duly certified by concerned authority at location.
HDS has provision of a single e-mail address

27. Support

Medhassu Supports with required Hardware, SMS & Email Gateway along with HDS on case-to-case basis

28. Web based Dashboard

A web based Dashboard System will be provided by SI for user department. This includes the details regarding total VC session conducted, Details of manpower at each location, status of VC in working condition, failure, and time for restoration etc. for monitoring purpose.
If operator fails to register the complain on the day of detection, penalty will be imposed as mentioned

Contact us

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