



Lightweight Admin Network Desk

Build to supercharge your IT Team

By ALFATEK

LAND
Lightweight Admin Network Desk

Why do we need it?

Developing your own Helpdesk system can be time-consuming. By getting the open box solutions, you are paying for options you won't use in real life.

Build to supercharge your IT team

This is why ALFATEK Team developed a light helpdesk platform that can be easily adjusted to your business needs.

Business Case

HELPDESK Platform designed for Small To Medium Size Businesses.

New Ticket



I'm not a robot



Send

What are the deployment options?

Interface Support Any Browser

Due to a variety of customization options and potential needs of the client, LAND can be deployed either on-premise or cloud.

On-Premises Deployment.

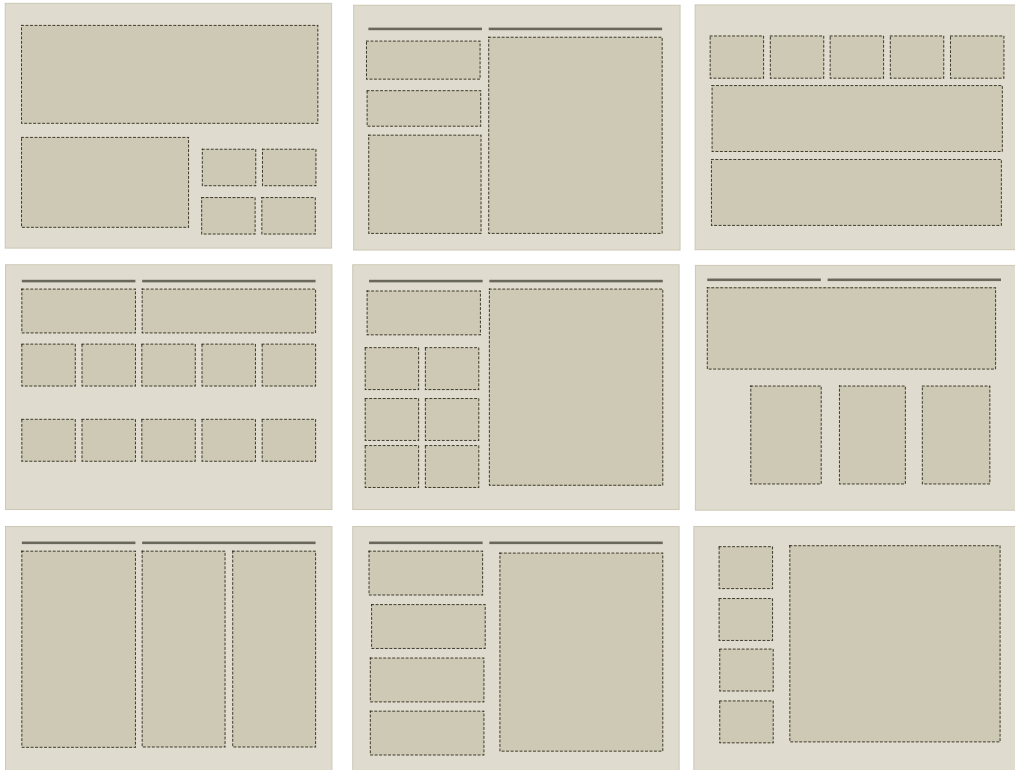
- Starter Package priced from \$555.

Cloud Deployment.

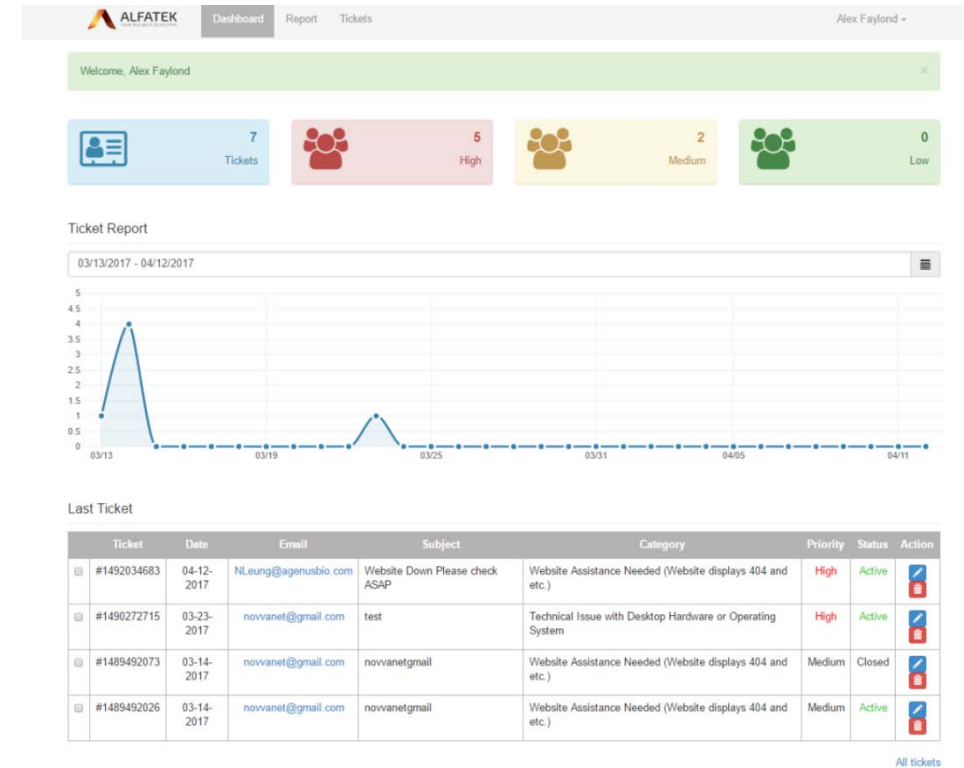
- Starter Package priced from \$125 per year.

Admin Panel Layout Options

Helpdesk Solution does come with the standard User Interface, however, if a client insists on using their designed UI, ALFATEK can integrate it or use other recommended control panel templates.

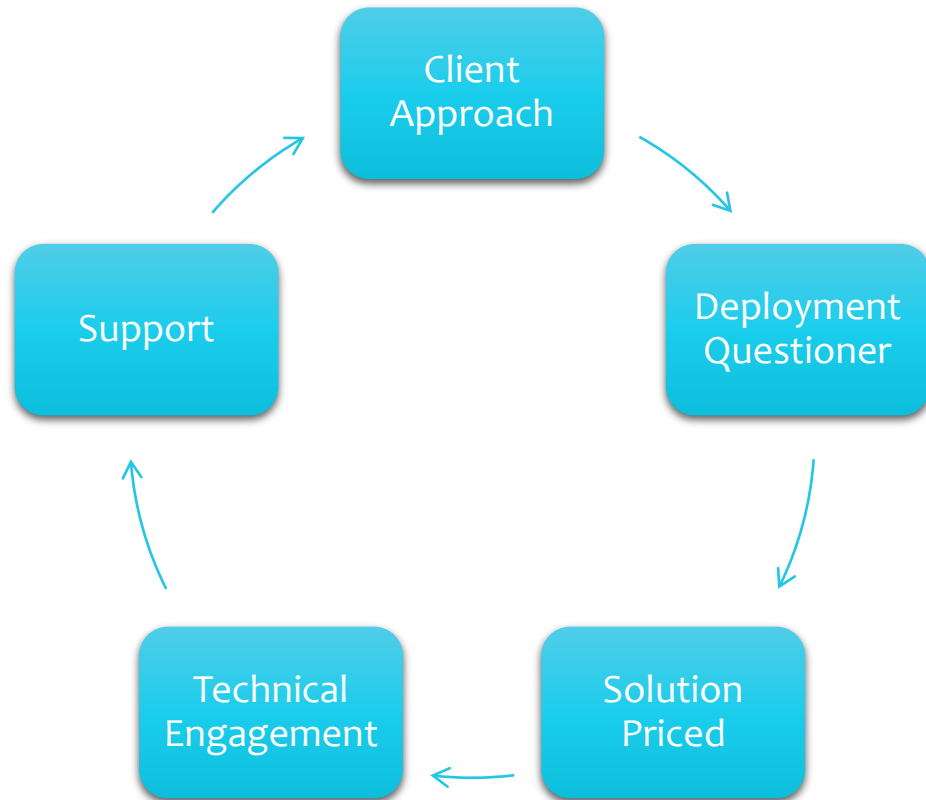


Mobile Optimization supported.



Deployment Workflow

Following is an outline of how the deployment process looks like from our site. Of course, we can engage with the client if there are specific process or criteria we have to meet to integrate solution with the current environment.



Example:

land.internet.com

land.intranet.com

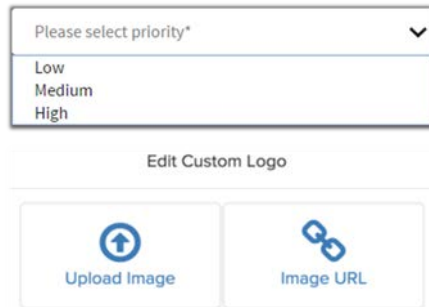
Notes:

- Questioner sent to the client will contain multiple choices, and entries for the information submitted.
- Once configuration is received from the customer site, ALFATEK team will compile price plan and implementation requirements.
- For On-Premises deployments, it's customers' responsibility to provide, built to hosting and process maintenance.
- During on-prem deployments, LAND support representatives require VPN access to deploy solution
- Price Plan sends to key personal in a separate email

Implementation Options

LAND can adapt to your workflow, reporting, and approval process. The following options can be added or changed during the deployment stage. Some of the options to consider that can reflect pricing during On-Prem. and Hosted Implementations.

1 Customized Ticket Categories



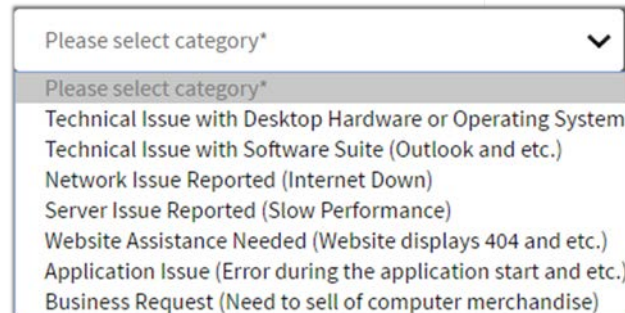
Please select priority*

- Low
- Medium
- High

Edit Custom Logo

Upload Image Image URL

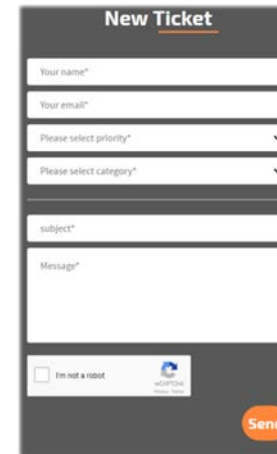
2 Customized Ticket Priorities



Please select category*

- Technical Issue with Desktop Hardware or Operating System
- Technical Issue with Software Suite (Outlook and etc.)
- Network Issue Reported (Internet Down)
- Server Issue Reported (Slow Performance)
- Website Assistance Needed (Website displays 404 and etc.)
- Application Issue (Error during the application start and etc.)
- Business Request (Need to sell of computer merchandise)

3 Workflow design



New Ticket

Your name*

Your email*

Please select priority*

Please select category*

subject*

Message*

I'm not a robot

Send

4 API integrations with the IT Managed Apps

5 Unlimited Profiles for Admin Staff and Users

6 Customizable Reporting and Alerting

Online Demo Available

<http://alfatekcorp.com/tickets>



Thank You

SALES



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