

# Presentation TOPdesk

Rik Prins

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## TOPdesk Presentation and Demonstration

Rik Prins

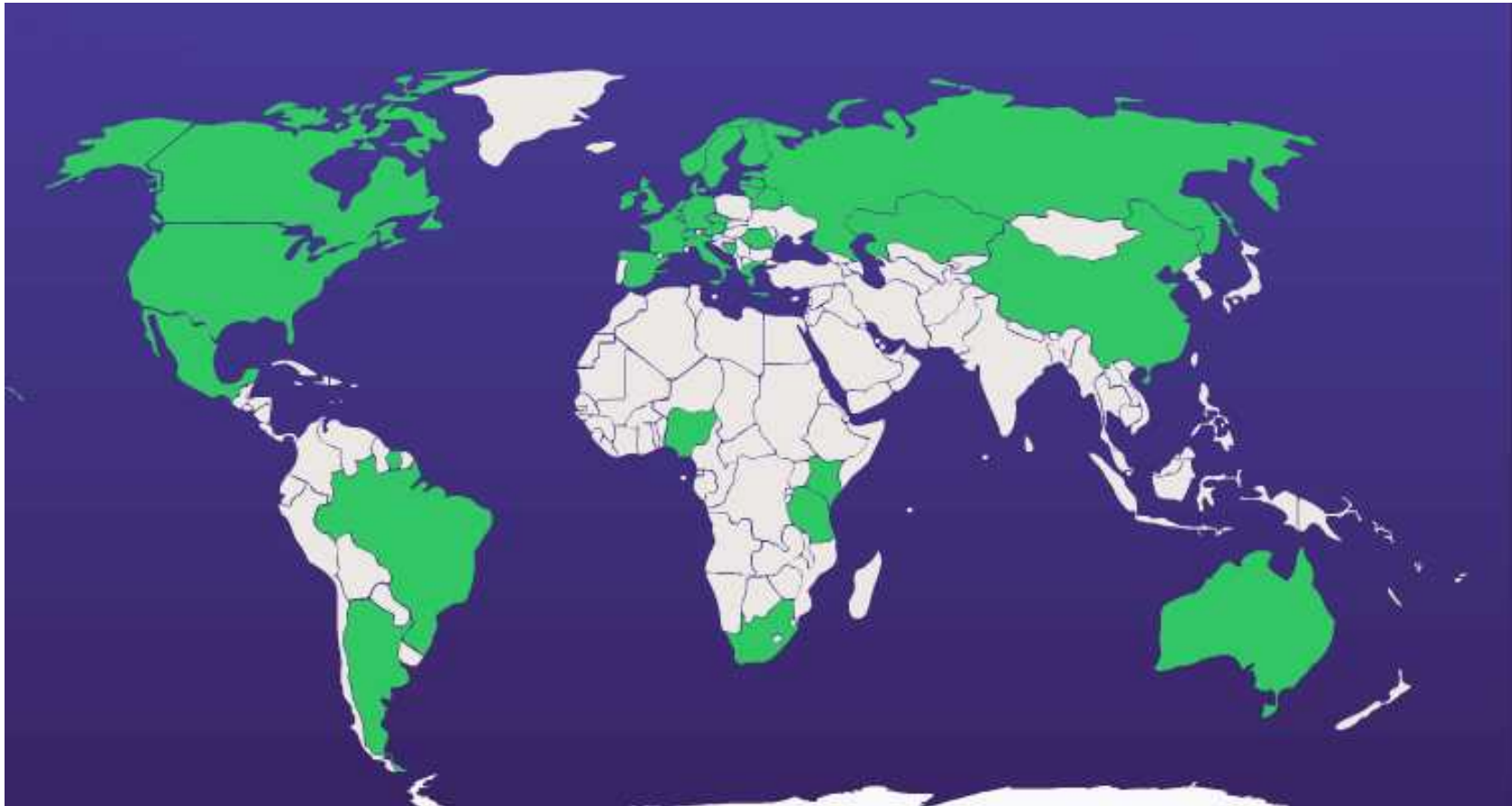
## TOPdesk Facts & Figures

- Established in 1992; UK Office in 2002
- Headquarters in Delft, the Netherlands
  - London, UK
  - Kaiserslautern, Germany
  - Antwerp, Belgium
  - Copenhagen, Denmark
  - France and Hungary
- Products
  - TOPdesk Professional
  - TOPdesk Enterprise
  - TOPdesk Ultimate
  - TOPdesk as a Service
- Over 400 employees



# Products

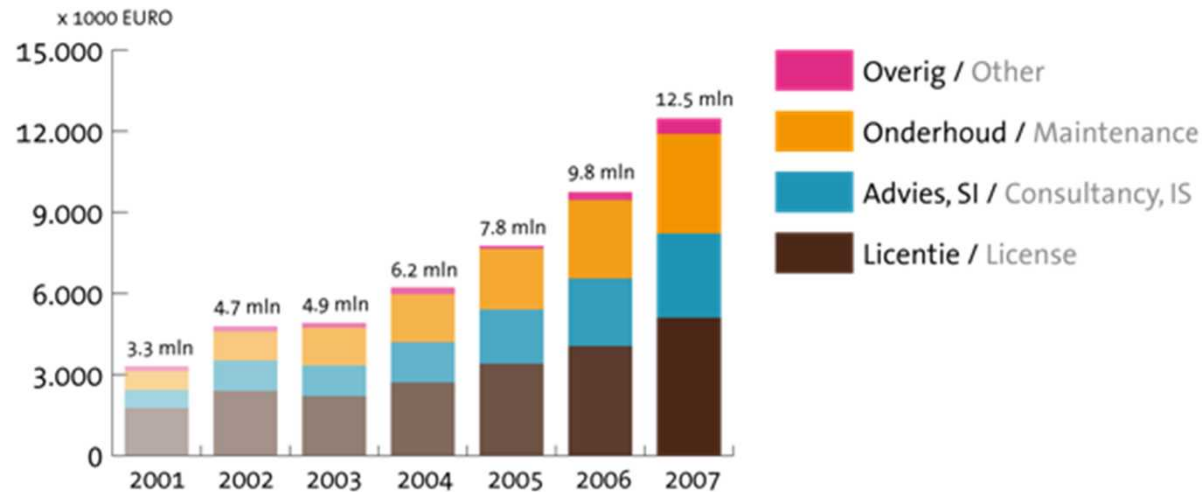
- Leading Service Management Software Company
- Over 5,000 Global Implementations
- Flexibility: 100% Web Based Solution
- Available in ten languages
  - English, Dutch, French, German, Hungarian, Danish, Swedish, Portuguese, Spanish and Italian
- Customer feedback incorporated directly into product development
- Multiple awards won for user-friendliness, rich in functionality



- Headoffice TOPdesk Delft
- International partner program (Denmark, France, Brazil , Curacao, Egypt)
- > 5,000 implementations, > 40 countries

## The successtory of TOPdesk

- + Motivated teams
- + Powerful values  
*Freedom, Trust, Responsibility*
- + Clear vision, mission en strategy



## Vision

TOPdesk believes in the standardisation of information and knowledge intensive processes within organisations, supported by user-friendly software which is focused on people.



## Mission

We support organizations in organising their service processes in an easy and goal-orientated way by using TOPdesk products and services

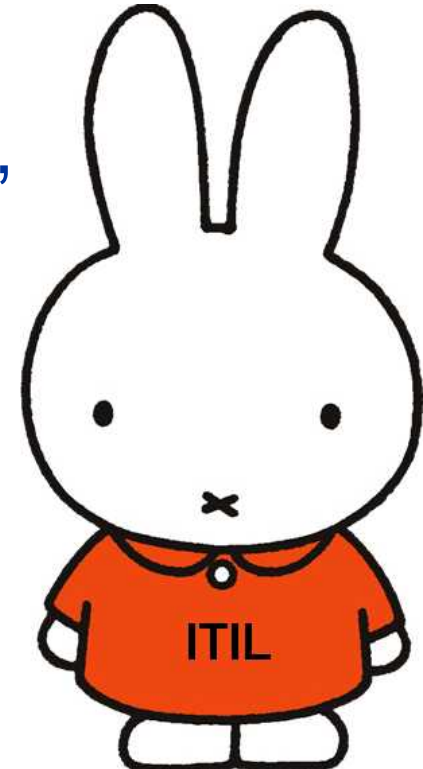
*“There are no easy answers on complex problems.”*

*“If you do not know what to do exactly you better keep it simple”*



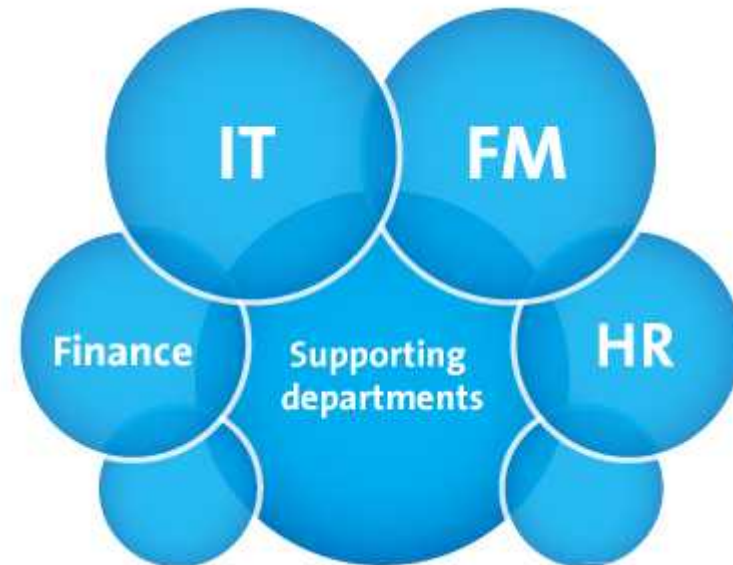
## Service Management Simplified

It is our belief that implementing processes, including software tools, management and people, works best when taking a down to earth approach, keeping things simple, in a people friendly working atmosphere.



## Service management

- + IT
- + Facility management
- + Maintenance management
- + Human Resources management
- + Customer Relationship management



## Applicability

- Sector independent
- Small, medium and multinational organizations
- Support 50 to 5,000,000 work stations
- Shared Service Centres:  
IT, Facilities, HR, legal service departments, Customer Services etc.
- Flexible Licence Structure
- Support internal and external clients
- Compliancy: ITIL, ASL, BiSL, SOX, ISO
- Centralized or decentralized service desk solutions

# HR Processes

- Digital personnel file
  - digital personnel file
  - Manage company items through notifications
  - plan and record appraisals
  - overviews, selections and reports
- Case management
  - cases, to do overviews
  - workflow & notifications
  - Case templates
- Change Management
  - Managing complex HR tasks
  - Workflow Planner, Authorisations, Templates

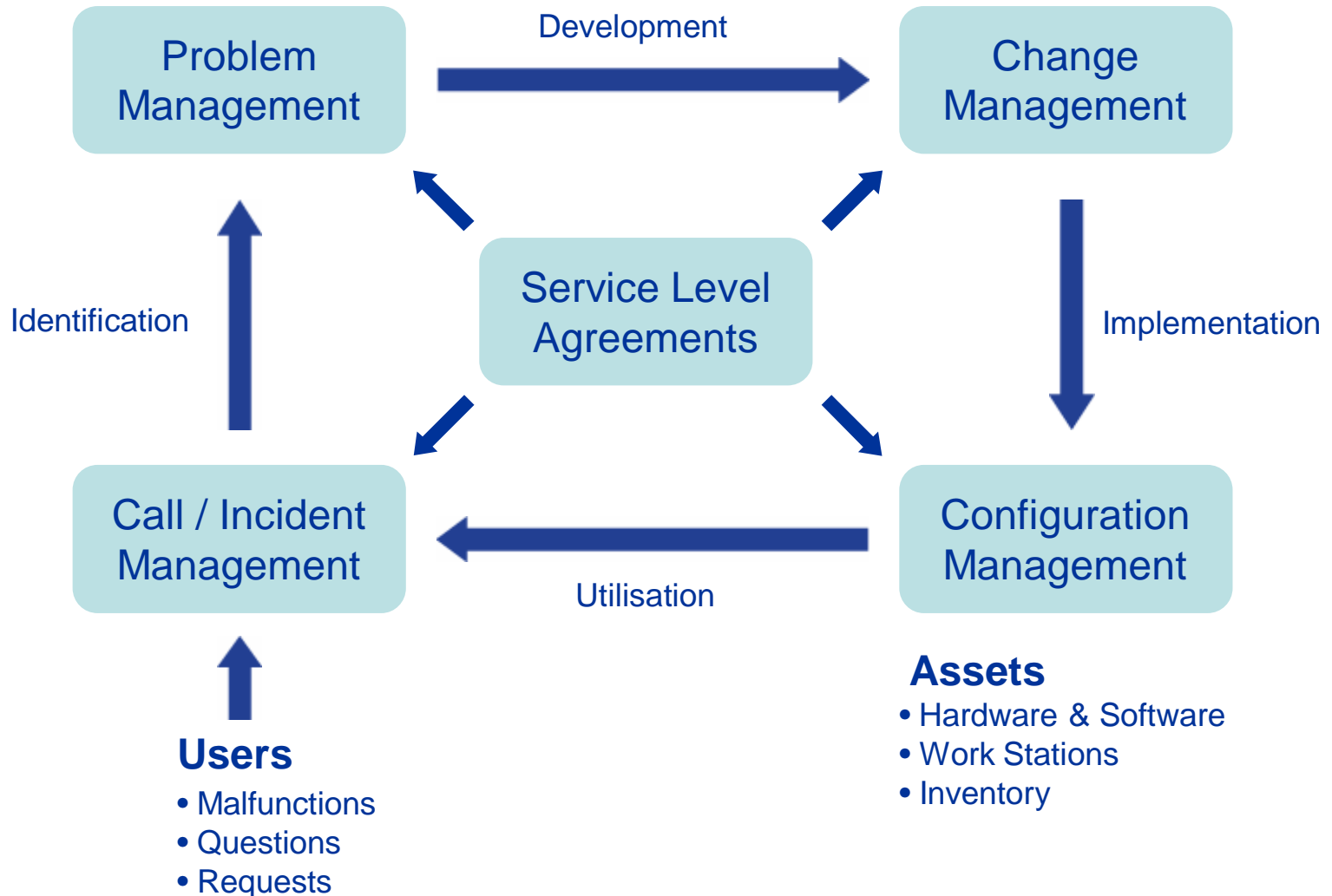
## HR Processes

- SelfServiceDesk portal
  - log cases and review reports
  - integral knowledge base with FAQ
  - linking documents
  - phonebook with photo's
- Surveys
- Operational management
  - Plan recurring tasks
  - workflow overview, task lists, notifications
  - Recurring administrative tasks

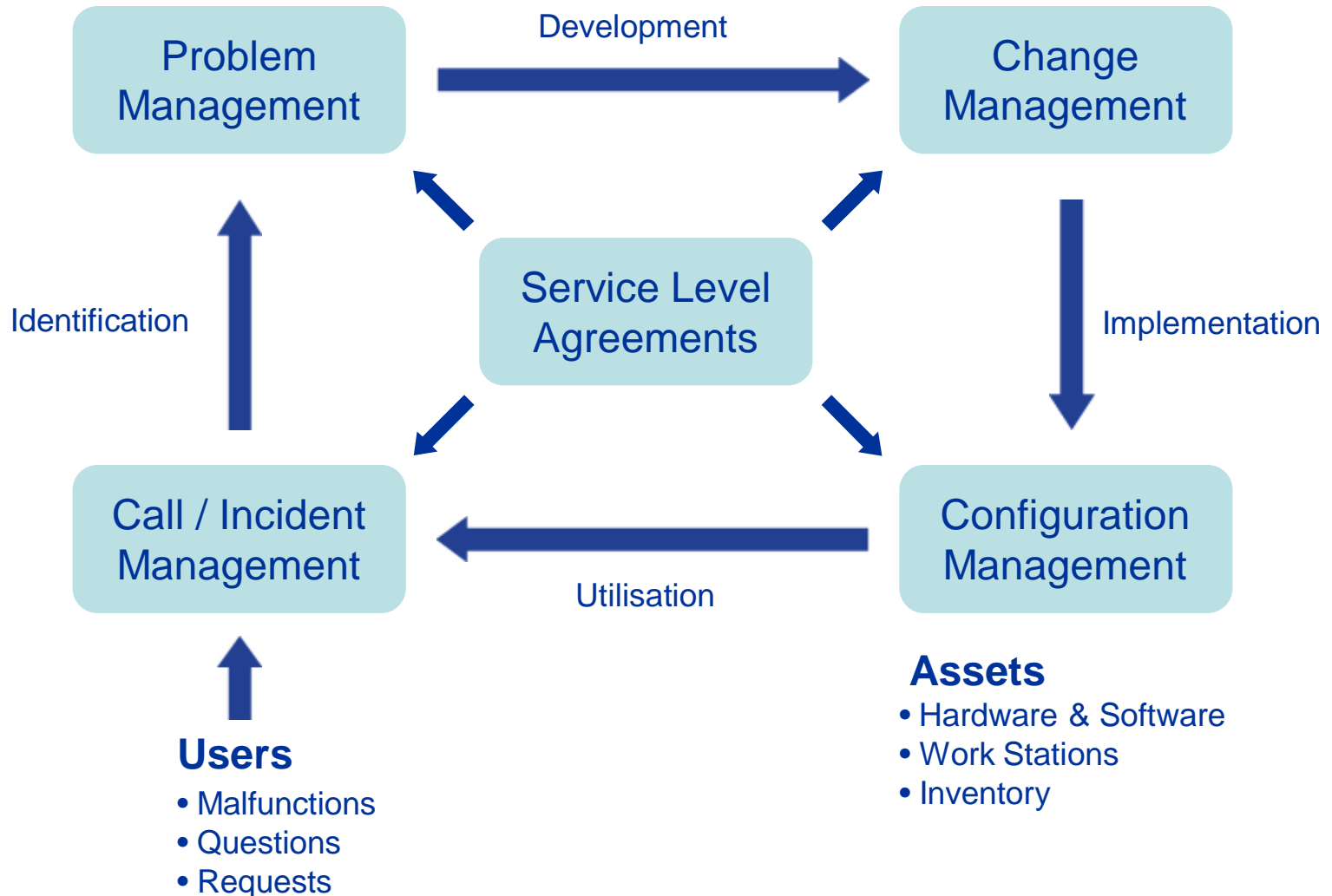
## TOPdesk Customers



## Process Support



## Process Support

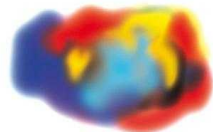




TOPdesk

GGD Amsterdam

TOPdesk



IPSE DE BRUGGEN

# HR-Customers



AVIVA

maandag®



Integral HR Support  
1.000 - 40.000 employees  
5 - 350 operators  
3 months implementation



Justitie



DTZ Zadelhoff

**PHILIPS**  
sense and simplicity

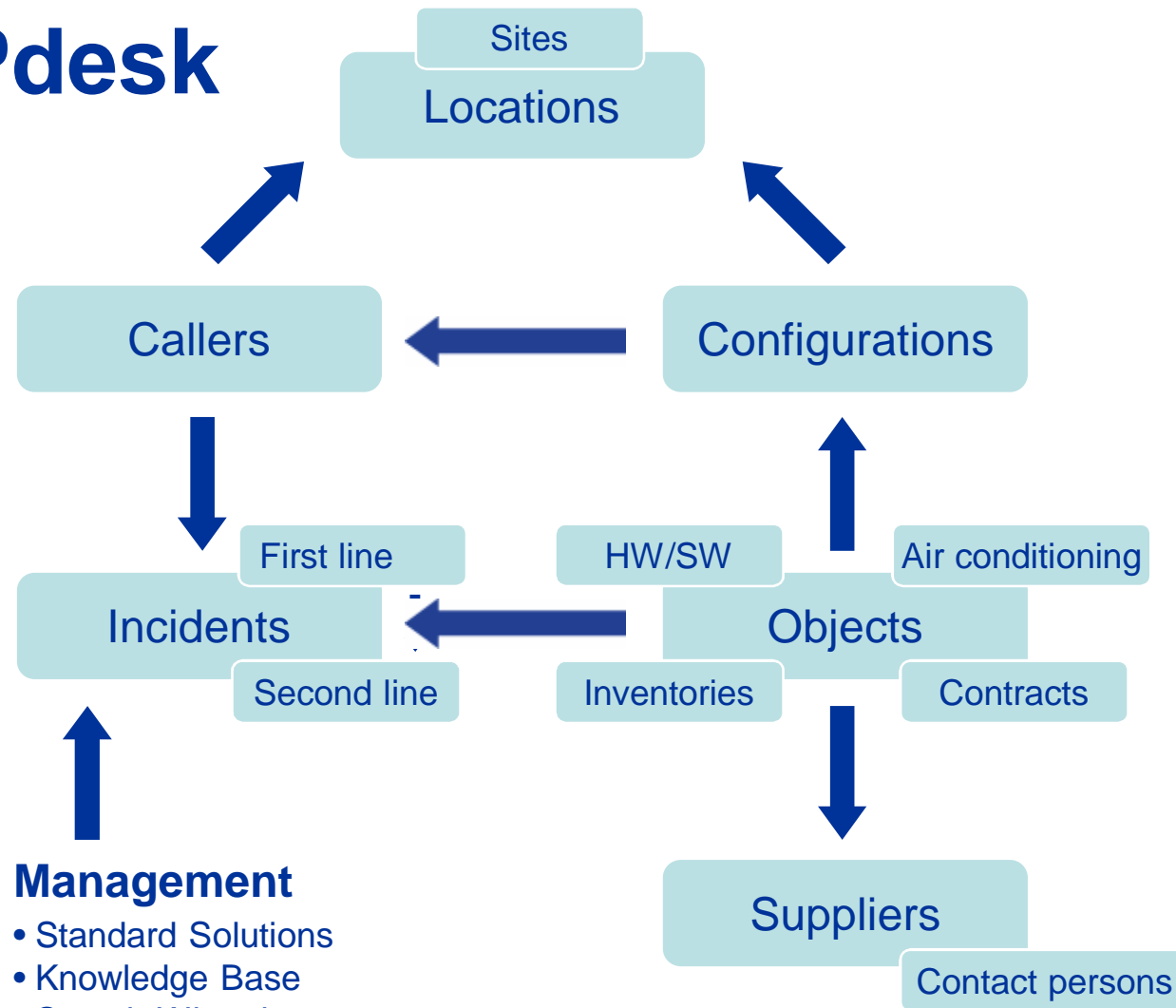
DE BRAUW  
BLACKSTONE  
WESTBROEK

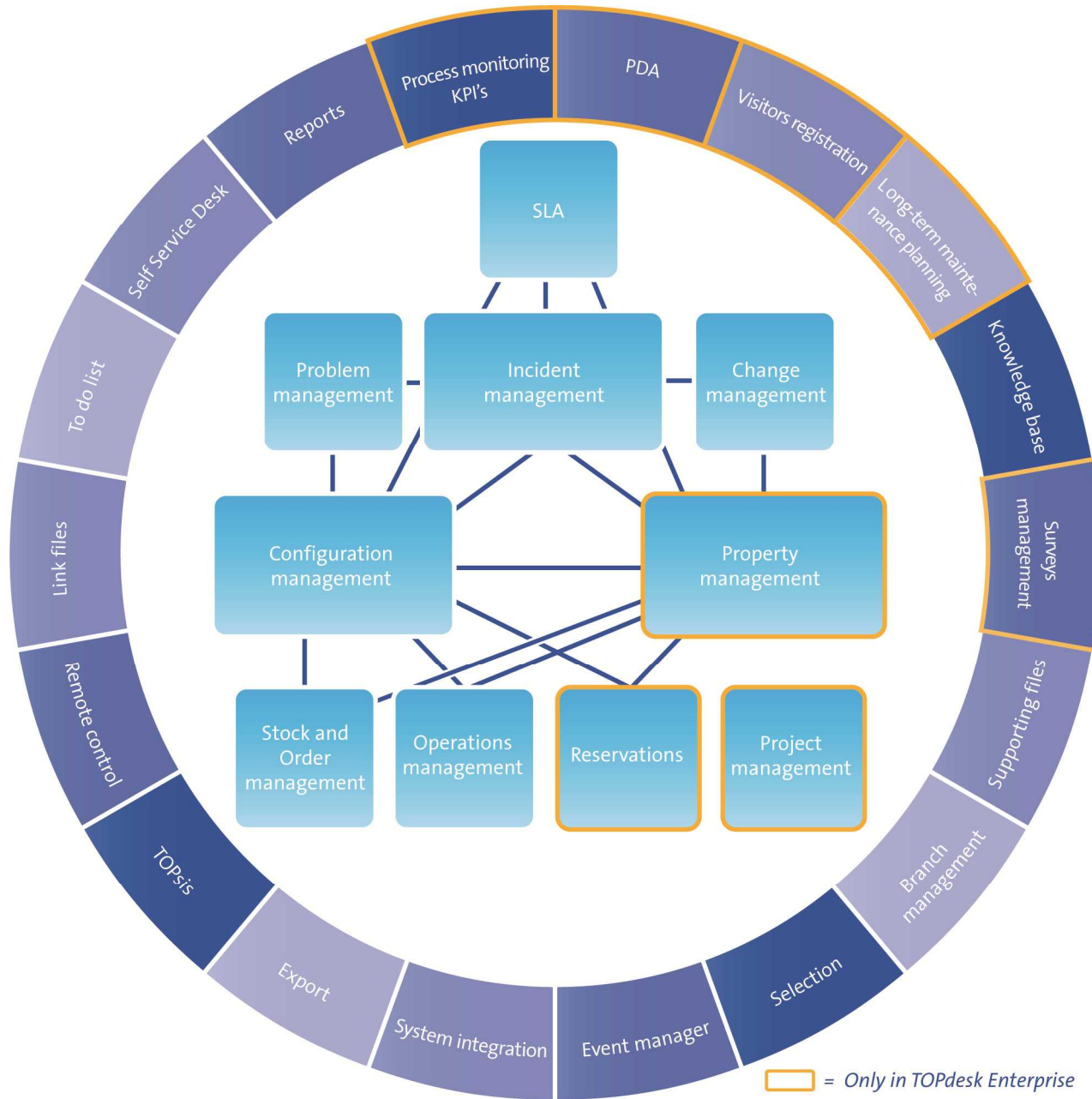


 **FloraHolland**

TOPdesk – Service Management Simplified

## TOPdesk





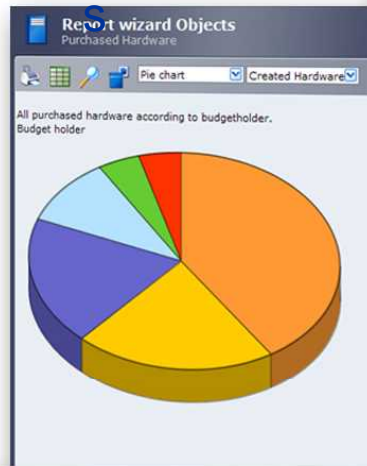
## Self Service Desk

- Log first line Incidents
- Find solutions via the Knowledge Base
- View case status
- View reports
- Place orders
- Make reservations
- Find contact details and photos (who's who)
- Pre-register visitors
- Can be adjusted to conform to your house style

## Insight

## Reports

### Graphic



**Report wizard Objects**

Step 4 of 4: Execution possibilities

**Table**  
Create a new navigable table. Click on the groups of a table to navigate to a new level. Click on the totals to view the results in a list.

**Dynamic table**  
Create a new dynamic table. Click on the groups of a table to view a new level. Click on the totals to view the results in a list.

**Pie chart**  
Create a new report in the form of a Pie chart.

**Bar chart**  
Create a new report in the form of a bar chart.

**Line graph**  
Create a new report in the form of a line graph.

**Comments**

**Templates**  
Choose here the way you wish to view the report.

**The current report**  
This is a new report

**With fields:**

- Created hardware
- Created software
- Created network component
- Created telephone systems
- Created inventory
- Created car 1
- Created freely definable object 2
- Created freely definable object 3
- Created total
- Purchased hardware
- Purchased software
- Purchased network component
- Purchased telephone systems
- Purchased inventory
- Purchased car 1
- Purchased freely definable object 2
- Purchased freely definable object 3
- Purchased total

**With groups:**

1. Field "Budget holder"

### KPIs

**Incident management**

**Current situation**

Indicator	Graphic	Now	Min.	Max.	Norm
SLA reached		1	0	32	30
Incidents this week		0	0	18	2
Duration of incidents		58	46	58	45

### Export options

**Export**

You wish to export a list to Excel. This may take some time.

All  Selection

Display memo fields:  
 Partial  Display whole memo fields \*  Do not display

\* Only 4500 characters can be exported to Excel per memofield.

OK Cancel

## System Integration

- Staff systems  
e.g. Active Directory, Novell Directory Service, HR databases
- Contact management systems & ERP  
e.g. Sales force, PeopleSoft, SAP & CRM applications
- System management integration  
e.g. LANdesk, Altires, MS System Centre, ZENworks
- Process documentation systems  
e.g. ISM, Mavim, Protos, Intranets

## TOPdesk Services

- Implementation and consultancy
- System integration
- Training courses
- Application Management services
- Service Desk support
- TOPdesk Extranet
- TOPdesk Community
- TOPdesk on Tour

## Why TOPdesk?

- Flexible modular structure
- 100% web-based, no need to run a client alongside
- Multiple awards for user-friendliness, high acceptance rate by users
- Highly customisable
- Scalability: 1000+ operator implementation completed
- Unlimited multi-user license – expand the use of the tool at no additional cost
- Integrated Service Management – introduce Facilities, Estates, HR, Finance, Libraries, Registry Office etc.
- Fast proven implementation, professional & personalised support
- Over 5,000 happy customers worldwide

*“In our evaluation, the software scored highly for ease of use and supporting best practice”*

**Robert Gormley, IS Business Change Manager, University of Edinburgh.**



*“TOPdesk stood out from the crowd. We were looking for an ITIL compliant tool which was fully web based and rich in functionality. We were impressed with the approachability of TOPdesk staff and their commitment to ensuring our success”*

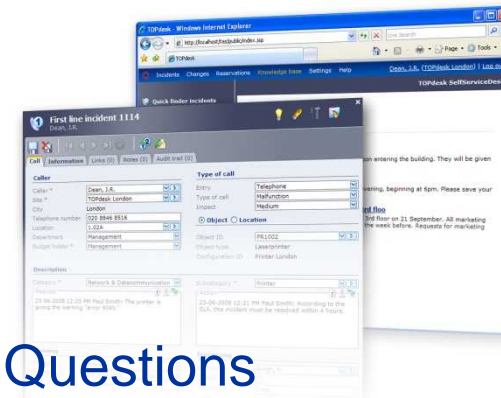
**Irene Weithofer, IT Director, University of Cologne**

*“TOPdesk was the breakthrough that turned us into a professional service desk. By using the application, our bunch of specialised groups now forms a cohesive team”*

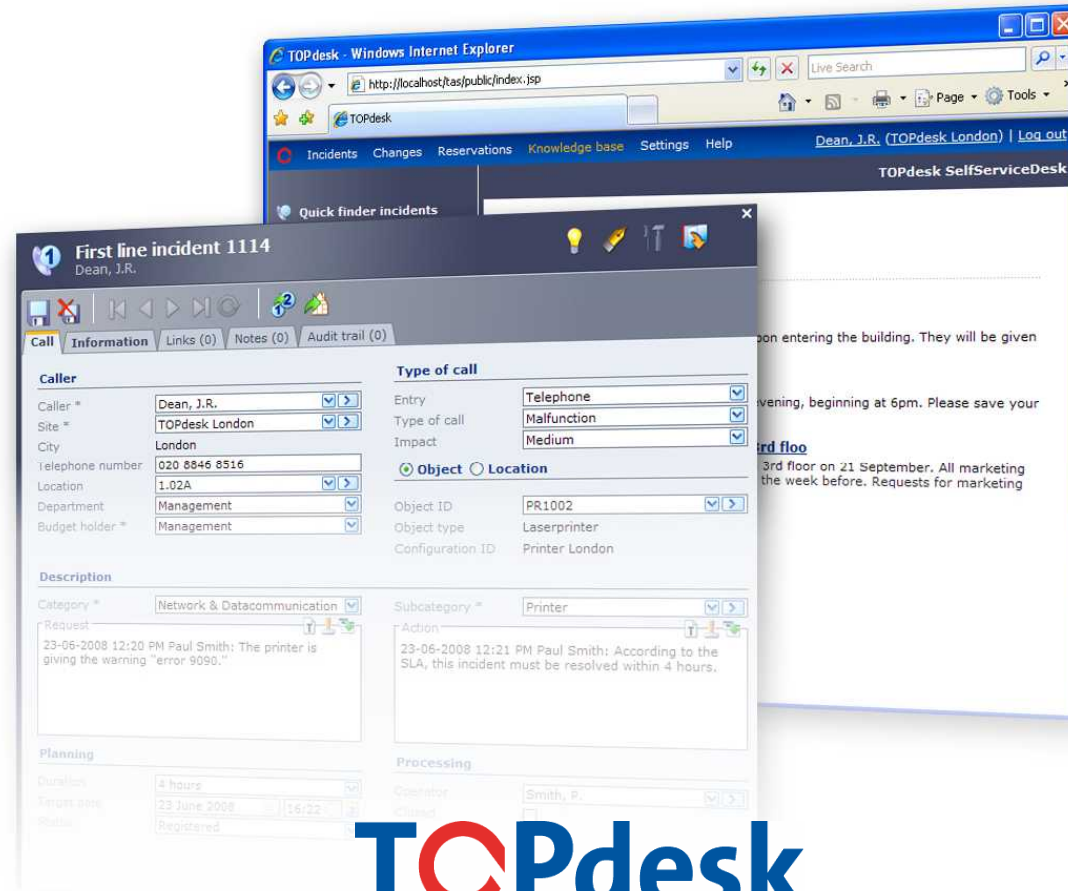
**Richard Muller, IT Manager, McDonald’s.**

*“It was important for us that the software was entirely web-based; we no longer wanted to be restricted to local installations”.*

**Craig Jones, CIO, Honda R&D**



Questions  
**TOPdesk**



## TOPdesk

An introduction