

CASE STUDY



Paragon Space Development Corporation achieve new heights with



key facts

- ↻ Up and running in one day
- ↻ Marked increase in responsiveness
- ↻ New insights into call volumes and trends

Paragon Space Development Corporation has a staff of 75 people spread over offices in Denver, Houston, Washington D.C. and Tucson. Paragon is the premier provider of environmental controls for extreme and hazardous environments. They design, build, test and operate life support systems and thermal control products for astronauts, contaminated water divers, and other extreme environment adventurers, as well as for unmanned space and terrestrial applications. Most notably they are the thermal lead for the Constellation Space Suit system and the Paragon Dive System, developed for the U.S Navy to protect divers working in contaminated waters.

Sitehelpdesk surpasses other open source software

Anthony Crawford, Network Operations Manager commented that "Paragon had been using the open source application Request Tracker that was sorely lacking in many features such as convenient reporting, asset management, logging users calls against hardware and customer self-help tools. While we heard from many people that such functions could be customized into the application, we did not have the staff or the time to invest into programmatically changing the tool into something effective."

“ Sitehelpdesk offered all the features we needed out of the box with an initial setup time of less than one business day. ”

Quantifiable results in three days

Anthony describes the three day implementation schedule:

"The software was up and running on day one, collecting inventory (hardware/software) on day two and we had amazing reports on the status of our desktops by the third day. The integration with Active Directory was a breeze (not requiring yet another username and/or password for our users) and the transition from the old system to sitehelpdesk-IT and WMImonitor did not require hours of training for our users or support staff.

“ The few questions we did have during implementation were either already on the support page or answered in less than 24 hours. The sitehelpdesk.com team has been amazing in their support. ”



If you have any queries,
would like a quotation, or to
arrange a trial please contact
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Simple yet feature rich

“The main attraction of the sitehelpdesk suite of software is the simplicity of the deployment and user interface combined with the complexity of the feature sets of the software.

Our Director of MIS was immediately impressed with the amount of data reflected on his dashboard upon his initial login. The ease of producing reports as well as the data represented in the pre-existing reports yielded insights to the trends within the company and department that had previously been unquantifiable.

We have also seen a marked increase in responsiveness to our users. Technicians are now flagged for requests that are for their areas of concerns instead of wasting time looking through every ticket that enters the queue.

Support staff and upper management are in awe over the dashboard and the SLA features of SLAMonitor. Although we have not yet implemented an official Service Level Agreement internally, we have found that the tool will help us develop a first draft that is based upon reality of achievable results.”

In conclusion Anthony remarks that;

“ sitehelpdesk-IT is hands down the best software for managing IT. I have been involved with products like Heat, Quintus, and Altiris and the deployments were long, arduous and unfruitful for the amount of work involved. Sitehelpdesk stands as a leader in ease of deployment, a rich feature set and a complete return on investment. ”

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