

*What if you could reduce the time from dispatch to resolution by fifteen minutes on average?*

Adding the xMatters (*help desk*) engine to your help desk system takes the stress out of ticket assignment and notification functions, and speeds the resolution process by sending alerts to the right people, when it matters. By automating help desk functions, the (*help desk*) engine saves an average of 15 minutes of resolution time per incident. What will you do with all the extra time?

A relevance engine tames the chaos in your help desk by:

### **Assigning tickets automatically to the person available right now.**

A standard help desk assigns tasks to a group – but you need an IT superhero. The (*help desk*) engine matches the schedules and expertise of your IT teams to the job and assigns a ticket at lightning speed.

### **Notifying internal and external customers of issues.**

Did you know that 20-25% of service desk calls are for status updates? Free up your team to solve problems by letting the (*help desk*) engine proactively share information about issues and status with the internal and external customers who are affected.

### **Sending only what people need to know.**

How many times have you heard: “Why did you send this to me? This is not my problem.” No more. The xMatters (*help desk*) engine ensures that people get only the information they need, and nothing they don’t.

### **Giving your help desk a voice.**

The (*help desk*) engine can call you and 8-10 others, including people in network, security, operations – even vendors – and put you all in a conference call in less than 60 seconds.

## **Features**

- Send alerts as emails, texts, or voice recordings, we support all languages
- Instant mobile access to your help desk
- Self-service subscriptions
- (*Find you*) conferencing links everyone into a conference call in seconds
- Performance analytics dashboard

## **Combinations**

- BMC Remedy
- CA Service Desk
- HP Service Manager

## **Real results**

- The MITRE Corp **saved \$1.9 million** through service automation and help desk call reduction
- A global financial services firm **saved \$1.2 million** by coupling xMatters with BMC Remedy ITSM



*“xMatters has not only helped us improve our MTTR by 70% by notifying the right person as soon as an issue arises, but it also has helped our personal life. Nobody likes being the not on call that gets called.” – Matt Ivy, Cash America*