

NITRO SERVICE DESK for Government Agencies

California Certified Small Business #2017759



MEET THE CHALLENGES OF DELIVERING SUPERIOR SUPPORT

NITRO Service Desk automates the entire support process, driving effective service that helps your employees thrive.

- Optimized for government agencies.
- Easy procurement vehicles.
- Replaces overpriced solutions.

Government agencies have saved substantial amounts by implementing NITRO Service Desk – sometimes up to 50% cost reduction.

NITRO Service Desk gives you the tools you need to deliver efficient service to your organization.

Leveraging your M365, Teams, & Copilots, NITRO Service Desk is a cost-effective way to manage tickets, issues, and requests.

“NITRO Service Desk integrated very well, the price was right for us, and once we implemented it, the ease-of-use was outstanding.” - Gov’t CIO

NITRO Service Desk is available for Microsoft Office 365 & Teams.



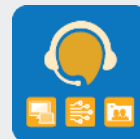
FULL FEATURED SERVICE DESK INCLUDES:



Help Desk
Robust Ticketing System



Asset Management
Efficient Asset Tracking



Service Catalog
User Requests Made Easy



Change & Release
Manage System Changes



KB Copilot
AI-Powered Solutions

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AUTOMATE SUPPORT

NITRO Service Desk gives you the answers you need for an efficient, modern Service Desk.

- How many service requests did we receive?
- What is the turnaround time?
- What is the cost of fulfilling the request?
- How are tickets assigned and tracked?
- Are we meeting our SLAs?

The ability to automate service request creation, tracking, and fulfillment is key to cost-savings and improved performance.

BENEFITS

Incredible ROI: Built on Microsoft 365, NITRO Service Desk is quick to deploy, easy to use, and low in cost. ROI is a matter of weeks.

High User Acceptance: NITRO Service Desk uses familiar interfaces with no additional log-ins. Requests can be made via Office 365, Teams, web, or email using any device.

Quick Incident Resolution: Manage incidents efficiently with auto-assignment, escalations, SLAs, and tiered routing.

Improve Service, Lower Costs, Raise Productivity: Eliminate manual processes. Automate request processing across your organization.

Automate All Types of Services: IT Support Requests, New Equipment Requests, Password Resets, On-boarding, Server Moves, Upgrades and Patches, and many more...

POWERFUL FEATURES

Install and deploy quickly on your existing systems

Submit tickets on-the-go through Teams and mobile

Set an advanced SLA policy and prioritize tickets

Link surveys to specific ticket IDs via email or Teams

Merge multiple tickets within the core Tickets list

Customize your space with new, modern UI options

Accelerate productivity with knowledge bases

Communicate with all parties to keep everyone updated



NITRO ENGAGE FOR MS TEAMS

NITRO Service Desk is fully integrated with Microsoft Teams.

- Support Bot for quick resolutions and user self-service.
- Teams Messaging and Channels
- Teams Business Process Workflows



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