



GOVERNMENT

NEED: A quick and efficient way to enable technicians to receive and respond to help desk dispatches without having to be at a computer on the corporate network.

SOLUTION: Integrating TelAlert with Remedy Help Desk application allows Intellimark to send trouble-ticket data directly to mobile pagers and be in constant touch with their technician field force frustration in implementation for IT administrators.



IntelliMark - Streamlined Business Processes

“The real value is the improved response times to customers. Our technicians can be virtually anywhere in the US and receive new work orders or update existing work order status.”

- Joe Laubach
Senior Product Manager
Intellimark

TelAlert customer Intellimark operates a centralized corporate help desk with a team of 20 field technicians across the country.

The need to contact and mobilize technicians in order to insure swift resolution to customer problems was the driver behind the company's decision to standardize on TelAlert.

The resulting payoff was a win-win for Intellimark and its clients.

From the service side, the process of receiving and responding to work orders was streamlined, along with basic operating costs for cell phones and long distance usage being trimmed. Intellimark's clients, meanwhile, benefit from the ramped up focus on customer service.



TelAlert is the only mission-critical alert management system that reaches beyond IT to serve the entire organization. Our solutions address every organization where interruptions in essential business functions must be managed promptly in a systematic and planned way to avoid or eliminate negative impacts. TelAlert's 25 years of leadership in this field and its established customer base across all industries and government sectors offers a mature and state of the art solution to meet the needs of its customers.