

## TaskFire

### *What is TaskFire?*

Taskfire is a powerful, hosted service desk and ticket management system your staff can use to manage internal IT service issues. Taskfire gives your internal IT team a fully-integrated platform for accepting, training, assigning and resolving service issues, and gives your employees a simple, web-interface for submitting those issues and tracking their progress.

What separates Taskfire from every other internal help desk system - even solutions costing many times more - is the direct link to our own systems. This gives you the unique ability to configure the platform in any way you chose to efficiently and seamlessly share the responsibility of managing your IT resources. That's why we call it the world's first Co-Managed Service Desk. Taskfire helps you get the most out of your internal IT staff and allows you to work more efficiently and productively with ourselves.

Taskfire gives YOU complete control over what issues get sent to us, and when we get them. Individual service tickets can be automatically routed using the powerful built-in workflow automation engine, or manually escalated. Either way, the system virtually guarantees you have immediate access to our IT resources - whenever and wherever you need them - without the need to manage multiple vendors or add to your headcount.

- Coverage outside of your normal business hours
- Experts to lean on when you hit an IT problem you can't solve internally
- Extra manpower to help during periods of peak demand
- Secures "institutional IT knowledge" that otherwise resides with individual employees

### *Features*

- **World-class Service-Desk** software your internal IT staff can use to create, manage and resolve all of your service issues - through a single, easy to use, web-based application
- **An Employee Access Portal** that gives any employee in your organization the ability to directly submit service requests, track their progress and more - based on the access and security levels you define
- **Unlimited flexibility** to escalate or share service requests with your outside IT service provider, manually or automatically, according to the workflow rules, issue types and priorities you define
- **Powerful workflow automation engine** to speed service, eliminate redundancy and increase accountability
- **Comprehensive service-activity reports** and at-a-glance visibility into the entire process

*To talk to someone about how LuxTech's managed services can improve your school learning environment please contact [education@luxtech.co.uk](mailto:education@luxtech.co.uk) or call 0208 7362828 and ask for the education team.*