



# BDNET WATCHMAN™ IT@A-GLANCE

www.bdnetwork.com



**BDNet Watchman™ IT@a-Glance** is a fast, easy-to-use console that everyone in your organization can use to contact BDNet, create an IT service ticket, and then track each step as our technicians and engineers take care of the trouble.

**IT@a-Glance™** automates key workflow tasks such as requesting service, assigning service personnel, and then delivering updates on everything from repair status to resolution time frame to important details such as tracking number for any equipment deliveries. For you, that means peace of mind from knowing urgent IT matters are just languishing—they're being addressed quickly and effectively.

**With BDNet Watchman™ IT Dispatch installed on your network, BDNet's support team can now respond faster, resolve problems more quickly! All while sharing knowledge and keeping everyone informed of what's happening!**

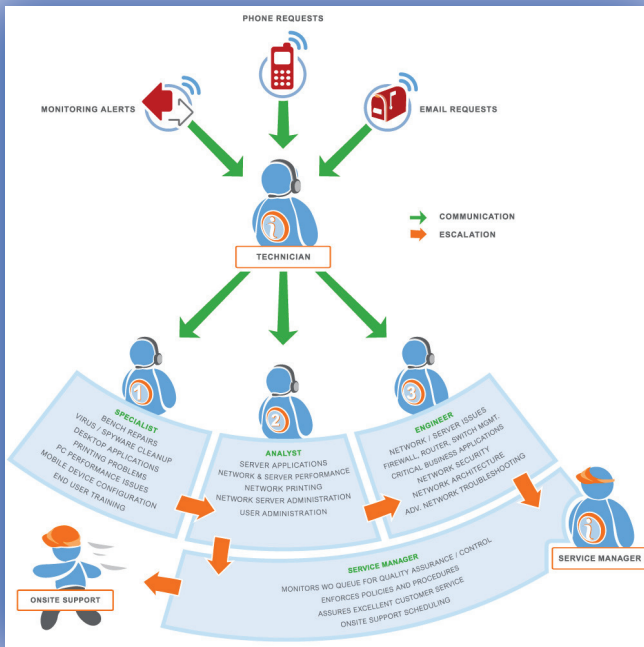
SR#	Age	Status	Company	Summary Description	Resources	Time	Budget	Contact
1324	0	New (email)	Chris Craft Boat Corp	Exchange server reboots and runs slow	GLazarte	.00	.00	Steven Head
1321	0	New (email)	Commercial Design S	Monitor issue Citrix Server		.00	.00	Monica Hill
1323	0	New (portal)	Enterprise Air Condit	IP Phone system is down		.00	.00	Anthony Mur
1325	0	New	Senior Plumbing	Preventative Maintenance Main File Server	ABellini	.00	2.00	Anthony Mc
1322	0	Assigned	Advantage Denotello	Vicki in Winter Garden has trouble installing Office	JSwen	.00	2.00	Kevin Keck
1326	0	Assigned	Enterprise Marketing	Server upgrade Windows 2003 to windows 2009	ABrandt	.00	15.00	Rick Wardle
1322	0	Assigned	Family Glass	DBL Replacment for #1327	JSwen	.00	.00	Greg Fowlie
1328	0	In Progress	Commercial Design S	DBL new workstation for Liz (see install sheet)	JTolentino, AL...	.00	.00	Monica Hill
1328	0	In Progress	Custom Consultants	DBL new workstation for Liz (see install sheet)	JTolentino, AL...	.00	.00	Robin Wing
1329	3	In Progress	Custom Consultants	DBL new workstation for Liz (see install sheet)	JTolentino, AL...	.00	.00	Robin Wing
1321	27	In Progress	First Engines, Co.	Users can't get into Primavera	ABrandt	15.00	.00	Barbara May
1323	0	In Progress	Gulf Bay Landscapin	ESSE Network Issue	JTolentino	.00	.00	Jennifer Th...
1327	30	In Progress	Ignite Copiers	Look at their SonicWall	AMorgan, ABrandt	8.75	.00	Rich Sach...
1326	0	In Progress	Interbay Law Firm, L	DBL Replacment workstation for receptionist	ABellini	.00	.00	John Dato...
1324	23	In Progress	Interbay Law Firm, L	Upgrade Terminal Server RAM and HDD	ABrandt	36.25	45.00	Ruby Bosse...
1163	49	In Progress	Kirkman, Ross CPA	SQL Management Project	GPavlicsek, AL...	26.50	.00	Jack Kirkm...
1328	10	In Progress	Kirkman, Ross CPA	SQL Server Training for team CPAs	ABellini, Grawl...	9.25	.00	Jack Kirkm...
1321	27	In Progress	Modern Audio, Inc.	Install SharePoint Team Services	AMorgan	49.75	.00	Tonya Hawk
1321	0	In Progress	Modern Audio, Inc.	DBL Workstation & Part Kit	SSailler	.00	.00	Tonya Hawk
1321	0	In Progress	United Welding	Problem with User/Outlook	ABrandt	.00	.00	Chris Cana...
1320	11	In Progress	Worthy Welding, Co.	DBL Replacment SBS Server	SSailler, JSwen	24.00	.00	Jim Fortu...
1320	28	Must Serv	Albe Labs, LLC	Allow Remote Control MSP Panel for Jenise and T...		16.50	.00	Tonnes Br...
1125	56	Return Call	Kirkman, Ross CPA	setup Dual monitors for entire law department	GPavlicsek, AM...	31.25	.00	Jack Kirkm...
1324	0	Call Client	Chris Craft Boat Corp	Defragment disk of exchange server	ALazencu	.25	.00	Larry Yarn...
1328	19	Scheduled	Gulf Bay Construction	Internet traffic has slowed down	AMorgan	.75	.00	Ron Kwiat
1328	0	Scheduled	Gulf Bay Construction	SQL Server 2008 and tape backups	AMorgan	.00	.00	Ron Kwiat

## Vital Information a Few Clicks Away!

- ▶ Inventory and documentation of IT network and systems
- ▶ Centralized record of service and repair history
- ▶ Invoice and purchasing history
- ▶ Searchable IT Knowledge Base

**Email confirmation your service request has been assigned**

- ▶ Constant workflow communication about repair status
- ▶ Assigns requests to support reps based on type of request
- ▶ Access to secure portal to submit new requests or check status of open tickets



**BDNET** Turn our IT solutions into your IT solutions

Logged In As: Steven Howard [Log Out]

Our Statistics: Open Requests: 22, Total: This Month: 41, Total: This Year: 60

Search the Knowledgebase: Enter your search criteria in the boxes. Look for: all of the words. Results per page: 25. Search words: exchange

Search Results: Your search for **exchange** found 6 matches. 1 through 6 are listed below. Skipped to page: 1

- 79172 -- Check Exchange server for over heating**  
Excerpt from this page: Tuesday 06/15/2010 7:58AM/ Conversion: System log generated Error Event 11 on abc123.chrcr
- 81759 -- Exchange down.**  
Excerpt from this page: ( last updated 11/23/2010 )
- 85284 -- Pocket PC phone sync assistance**  
Excerpt from this page: ( last updated 11/23/2010 )