



## improving helpdesk efficiency through automation

### SupportCARE Advantages

- Significantly decrease help desk trouble tickets
- Minimize end-user PC down-time
- Increase end-user and help desk efficiency
- Auto-send end-user detailed PC DNA error report
  - Snapshot of screen
  - Keystrokes and mouse clicks
  - Installed software
- Auto-correct common errors as they occur
  - GPF
  - Runtime
  - Application
  - Script
  - Dialog
  - HTTP
  - DEP



### Success Story

“CTH Technologies eliminated about 50% of my monthly help desk trouble tickets by auto correcting my common errors. The SupportCARE solution saved me thousands of dollars per month in support costs.”

- Willie Jones  
JKV Global

### The Challenge:

Over the years, support activities, trouble tickets, and service level expectations have grown in volume and complexity. The costs for supporting your end users continues to escalate while IT budgets have decreased, placing added strain on your shorthanded support staff and help desk. Support teams must deal with a number of challenges including multiple regional, national or global office locations and an increasing number of remote and mobile users.

The end result is an inefficient service support organization with higher costs, dissatisfied and un-productive end users. IT organizations are under pressure to supply higher levels of support to the business, including faster incident resolution and improved service levels to their end users.

### The Solution:

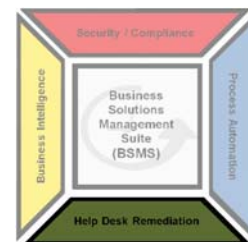
CTH Technologies' SupportCARE module is an innovative tool that can automate incident and problem management support processes. Whether implemented as a stand-alone module or as part of the Business Solutions Management Suite (B.S.M.S), SupportCARE can cost-effectively reduce the number of trouble tickets generated, improve resolution time and prevent future incidents from occurring all while improving IT staff efficiency.

### SupportCARE - Key Benefits

Reactive Support	Proactive Support
Real-time awareness of issues incident communication and correction	Significant reduction in call volumes and trouble tickets
Improve key metrics such as first call resolution, mean time to repair, recurring incidents	Provide trend analysis data on IT support issues
Seamless integration with other service management solutions	Real-time support and remediation of local and remote users within minutes
Increase quality of service, end-user productivity and satisfaction	
Align service desk functions with business drivers	
Enable service desk consolidation	
Reduce overall support costs	

### The SupportCARE Difference - Agent Based Software

- Captures events from all input sources in real-time
- Total size is less than 20mb
- Application runs hidden and protected from process kill
- Runs tasks and/or transmits the events based on the policy
- Policy is pulled down from the server by the agent
- Deployed by single install or from software management systems
- Less than 1% CPU utilization



# improving help desk efficiency

## Traditional Help Desk Workflow



### Traditional Help Desk Workflow

1. Error Occurs
2. User contacts help desk via e-mail or phone
3. Help desk support tries to understand the problem with common questions
4. A trouble ticket is created
5. A ticket is assigned to a technician, the technician starts diagnosing the issue
6. User is visited and the problem is resolved

### Impact Zone

- Cost of ticket
- Cost of support personnel
- User downtime
- Technician dispatch
- Resolution time: 120 mins - 2 days

## SupportCARE Help Desk Workflow

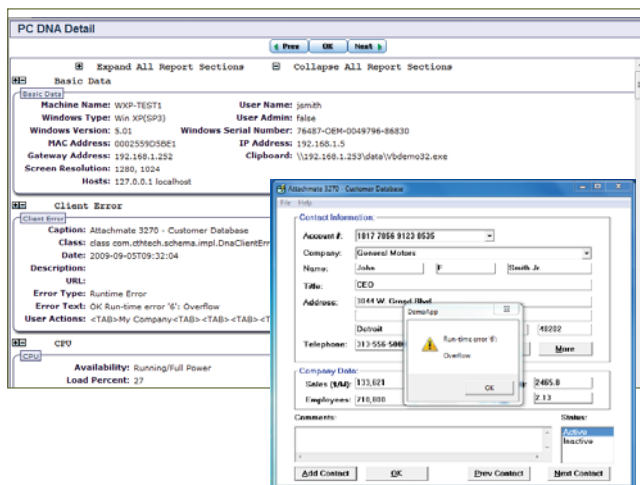


### SupportCARE Help Desk Workflow

1. Error Occurs
2. B.S.M.S agent performs one or two functions
  - 2a. Agent automatically fixes the error by executing a task or tasks
  - 2b. PC DNA report detailing user actions and a screenshot of the desktop is automatically sent to the Help Desk
3. Trouble ticket generated, Help Desk team uses PC DNA report to quickly diagnose the problem
4. Problem Resolved

### Impact Zone

- No ticket generated for auto corrected scenarios
- Fewer support resources needed
- Minimal user downtime
- Dispatch avoidance
- Works for local and mobile workforce
- Resolution time: 1 - 10 mins



# automating problem resolution

## Automation of Common Support Scenarios



### Offline Support

The B.S.M.S agent has the ability to run tasks when the system is offline. This is a benefit for organizations that have remote users who may have various computer problems.



### Self Help / Education

When a problem occurs, the end-user can be prompted to step through some simple troubleshooting before calling the help desk.



### Patch Management

Security holes closed and applications updated with a click of the mouse. From fully automated patch deployment to script based automation for a customized deployment.



### Auto-Correct Errors

SupportCARE has a robust set of capabilities to help with auto-correcting errors. They are;

- Ability to run tasks with administrative privileges
- Access WMI functions
- Ability to create and modify registry settings
- Ability to read and write to screens, files and databases

### Customer Case Study

The SupportCARE solution has delivered value to many of our clients through process efficiencies and hard dollar savings. The auto-correction and self-help capabilities have significantly reduced help desk call volumes, while operational efficiency and resolution metrics are dramatically improved based on the help desk's greater visibility into the end-user environment provided through the PC DNA report.

The table below is a summary of improvements for a CTH Technologies' Customer:

	Before SupportCARE	After SupportCARE
Avg. Calls/Month	2500	1175
Avg. Hold Time	1 - 1.5 min.	20 - 30 sec.
Avg. Call Length	3 - 5 min.	1 - 3 min.
Avg. Ticket Creation Time	1.5 - 2 min.	1 min.
Avg. Issue Resolution Time	1.75 hours	30 min.

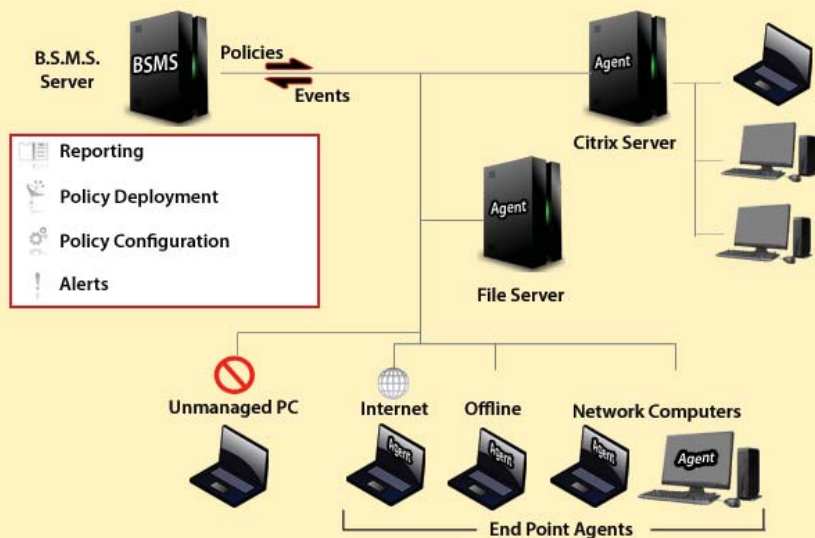
### About CTH Technologies, Inc.

CTH Technologies now offers a unified Business Solutions Management platform that secures, simplifies and automates IT processes. It also improves decision making, provides performance analytics and integrates data workflows across all technology platforms. Security remains the lead focal point within our solution suite offering. Our technology provides Enterprise Information Protection solutions that enable sensitive customer, patient or company data to move securely within large enterprises or small businesses, greatly increasing collaboration, enabling business processes and meeting regulatory compliance requirements.



# SupportCARE™ Capture And Record Events

## B•S•M•S Architecture



### Agent

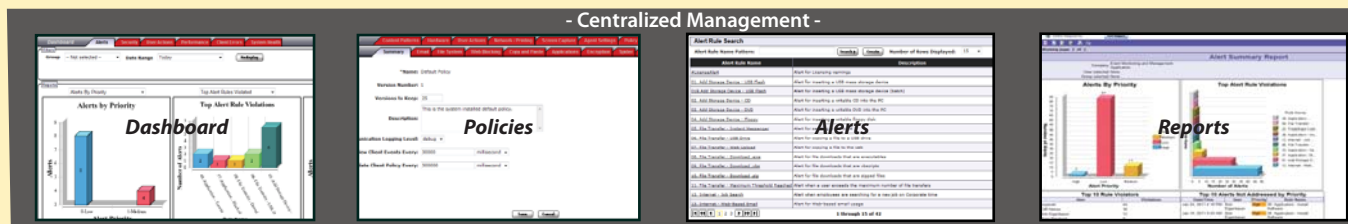
The B•S•M•S Agent is installed on any desktop/laptop or server

- Very small footprint (20mb hard drive space)
- Pulls down policies and pushes up events
- Hardened, tamper proof, can run in "stealth" mode on the host system

### Server

The B•S•M•S Server is a Web-based application server and console that is the command center.

- Manages and monitors all B•S•M•S agents
- Captures, aggregates and stores all user activities
- Manages data security policies
- Scalable architecture for any enterprise



## SupportCARE Technical Features

### Basic Data

- Machine Name
- User Name
- User Admin
- Windows Type
- Windows Version
- Windows Serial Number
- MAC Address
- Gateway Address
- IP Address
- Screen Resolution
- Clipboard
- Hosts

### Network

- Id
- Name
- Type
- MAC Address
- Status

### Installed Executables

- Name
- File
- Version
- Installed Date/Time

### Client Error

- Caption
- Class
- Date
- File
- Version
- URL
- Error Type
- Error Caption
- Error Text
- User Actions

### Drives

- Letter
- Volume
- Total Space
- Free Space
- Serial
- Status

### Installed Applications

- Name
- Value
- Version

### CPU

- Availability
- Description
- Load Percent
- Power Supported
- Processor
- Processor Id
- Number of Processors
- Speed
- Vendor
- Status
- Usage

### Services

- Name
- Started
- Status
- Error
- File

### Windows Updates

- Description
- Installed By
- Installed Date/Time

### Processes

- Name
- Description
- Company
- Path
- Version
- Domain
- Memory
- Peak Memory
- Reads
- Writes

### Event Viewer

- System
- Application
- Security

### Environment Variables

- Name
- Value

### Applications

- Name
- Caption
- Class
- Path
- Version
- Memory
- Peak Memory
- URL

### Printers

- Name
- Status
- Local
- Error
- Port

### Memory

- Total Physical
- Available Physical
- Total Virtual
- Available Virtual