



Support Me

Support Me is a cloud-based IT helpdesk and service management solution that's easy to set up and use, which will improve your customer experience and satisfaction to the highest level.

Support Me ensures that helpdesk personnel are able to support users and Customers with minimum effort, and at the same time enjoy themselves, driving up efficiency and productivity.

For more information visit:

www.supportmehelpdesk.com

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Cameleon Systems Private Limited.

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Delivering Values to your Business





Support Me is a Simple, efficient and easy to deploy helpdesk software which improves productivity of your helpdesk and delivers greater control in handling Incidents, Changes and Problems in your organization.

Best Customer Experience

We know better customer experience starts with best helpdesk software. Hence we made Support Me simple to use, yet powerful to run your helpdesk efficiently to deliver best customer experience.

Take Customer Support To Next Level

We understand the essential elements of user-centric service, hence we have builded the **Support Me** software role centric and simple yet powerful enough to empower your helpdesk to be more productive on job.

Support Me helps to improve your customers support experience, thereby improving your business productivity and customer satisfaction.

Simple, Efficient, Productive and Robust

Support Me is a web-based help desk software that gives you the ability to efficiently manage your organizations customer support activities.

With our help desk software it is easier to assign, track, and manage helpdesk incidents/cases. You can customize your help desk to make it work for your business and ensure the satisfaction of your customer support experience.

True Business Productivity Solution

Always Up-To-Date You're always using the latest version with automatic updates.

World Class Data Centers Our Solutions are delivered using robust world-class infrastructure which provides 99.9% Infrastructure Availability.

Geo-Location Preference Regional Data Center Preference - only for Professional Edition.

Key features

- Wizard driven for easy creation of Incidents, Changes or Problem.
- Email to Case Creation (Email Engine).
- Informative & intuitive dashboards.
- Customizable Multi-Level approval workflows and SLA's.
- Dynamic reports/analytics for Incidents, Changes, Problem & Solutions.
- Easy corporate branding & aligned with ITIL® best practice's.

Contact Us

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INCIDENT MANAGEMENT - Features

- ✓ Wizard based case creation for easy reporting.
- ✓ Easy classification, prioritization & assignment of incidents.
- ✓ Customizable SLA's for Clients.
- ✓ Duplicate cases management for incidents.
- ✓ Public and private work-log management.
- ✓ Built-In audit trail for easy overview of incidents.
- ✓ Customer feedback & informative incident dashboards.
- ✓ Dedicated reporting module for incidents.
- ✓ Email to case creation (Powerful Email Engine).



CHANGE MANAGEMENT - Features

- ✓ Wizard based change creation for easy reporting.
- ✓ ITIL® aligned Roles (Change Initiator, Technical Manager, Change Manager and Change Advisory Board (CAB)).
- ✓ Configurable multi-level approval based on risk and impact for the change.
- ✓ Standard changes management for regular changes.
- ✓ Built-In audit trail for easy overview of changes.
- ✓ Integrated task management for changes.
- ✓ Informative overview dashboards for changes.
- ✓ Dedicated reporting module for changes.
- ✓ Postpone change request and cancel change Request for change requests.

CMDB - Features

- ✓ Create and manage CI easily
- ✓ Create and Manage Applications.
- ✓ Easy google like search for CI and related applications,
- ✓ Easily identify Links between various CI's and applications.
- ✓ Get complete overview and Control of CMDB.

*CMDB – Configuration Management Database.

PROBLEM MANAGEMENT - Features

- ✓ Wizard based problem creation for easy reporting.
- ✓ ITIL® aligned roles (Problem Initiator, Problem Manager).
- ✓ Easy identification, classification, detection and RCA.
- ✓ Seamless integration with solutions.

SOLUTION MANAGEMENT - Features

- ✓ Create and manage solutions easily.
- ✓ Easy google like search for solutions for support agents.
- ✓ Solution management roles (Contributor and Knowledge Manager)
- ✓ Seamless integration with problem management for RCA.
- ✓ Approvals for publishing solutions.

Reporter - Features

- ✓ Easily Customizable Built-In Reports for Incident Management, Change Management, Problem Management, Solution Management and CMDB.
- ✓ Customizable Reporter Roles based on requirements.