

GO-GLOBAL IS THE ANSWER FOR CUSTOMER SERVICE SOLUTION PROVIDER.



Resource Dynamics Saves Time, Money and Resources by Web-enabling HelpDesk Application with GO-Global for Windows.

Customer Solution at a Glance

Company Profile: Resource Dynamics develops, markets and supports software products that provide customer service, call tracking and help desk functionality to a multitude of business types and enterprises.

Business Need: Resource Dynamics needed a way to quickly Web-enable its Tele-Support HelpDesk™ software application.

GraphOn Solution: With GO-Global® for Windows, Resource Dynamics' customers can now access Tele-Support HelpDesk from any location, over any connection, from anywhere in the world.

Results:

- Saves time, money and resources by eliminating the need to develop a native Web-based version.
- Maintains the popular look and feel of HelpDesk from any Web browser.
- Provides instant Web-enabled access, even over low-speed dial-up lines.

Based in St. Petersburg Beach, Florida, Resource Dynamics is an Independent Software Vendor (ISV) providing productivity enhancements for customer service, help desk and contact management applications. With more than 900 installations in 35 countries, the company's flagship Tele-Support HelpDesk application manages the workflow of call centers performing customer service or help desk functions

Designed for small- to medium-sized firms, the Windows-based Tele-Support HelpDesk application tracks problems, inquiries and requests from inception to resolution, while providing a knowledgebase for issue resolution. It also provides an analysis of activity by category, product, customer and staff. The software runs as a stand-alone application or integrates with popular contact management solutions such as ACT!, GoldMine, and Outlook.

Faced with the need to Web-enable Tele-Support HelpDesk, Resource Dynamics selected GO-Global.



Access to Applications Anywhere.

The Call for Web-Enabled Access

The message Resource Dynamics was hearing from its customer base was quite clear. Customers and prospects were increasingly requesting access to the Tele-Support HelpDesk application from a Web browser. And they wanted the product capabilities – not to mention the application’s look and feel – to be the same whether the software was running locally or accessed remotely from a browser.

Developing a Native HTML Solution

Initially, Resource Dynamics undertook a development project to create its own interface for the Web. The company hired a contract programmer with the skill set required to develop and deliver a native HTML-based Web platform. After eight months of work, however, the project was at a crossroads. Facing a variety of technical barriers, the programmer came to the conclusion that even when completed, the end result would encompass only about 80% of the features of the current Windows-based HelpDesk product.

What’s more, completion of the project would require a whole new set of testing and quality assurance protocols, plus the continual need to retain staff members who could manage and support the HTML platform.

Looking for a Better Way

The prospect of having a Web-based product any time soon looked bleak. Customers were tiring of hearing “Yes, we’ll soon have a Web access solution – it’s almost ready.” The company risked further alienating existing customers who were used to the familiar look and feel of Tele-Support HelpDesk. Also, HTML interfaces lack some performance capabilities and were therefore unable to perform certain product functions.

What Resource Dynamics needed was a way to quickly Web-enable Tele-Support HelpDesk rather than creating a separate Web-based solution.

GO-Global Answers the Call

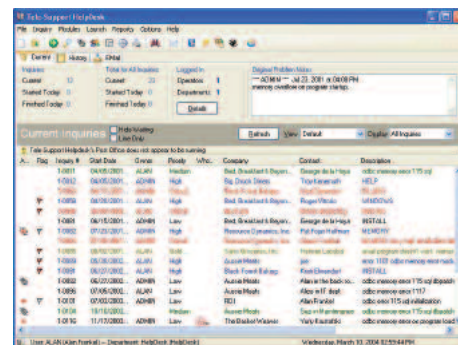
To solve their problem, Resource Dynamics turned to GO-Global to instantly Web-enable the HelpDesk application, while eliminating the need to modify a single line of code. GO-Global was selected due to the solution’s ease of use, its simple implementation, and its ability to deliver the fully-functional HelpDesk client desktop interface over the Web.

“We chose GO-Global because it works, because it’s easy to install and implement, and because it has outstanding performance. It has enabled us to become Web-ready without rewriting our application, a road once traveled but never completed.”

Alan Frankel
President
Resource Dynamics, Inc.

Customer Reaction

The feedback from Resource Dynamics’ customer base has been overwhelmingly positive. “Our customers were happy enough to have a Web-enabled HelpDesk, but when they found out they could also easily Web-enable other company applications, it was an incredible added bonus that increased their ROI even more,” said Resource Dynamics President Alan Frankel.



Now fully Web-enabled, the Tele-Support HelpDesk application gives users access to customer inquiry tickets and provides direct access to the company’s knowledgebase for problem solving needs.

The Net Results

Due to the overall power and flexibility of GO-Global, Tele-Support HelpDesk now allows organizations to manage calls and deliver timely support to their users from any location in the world. And it allows them to control critical business processes over the Web from any remote location, over any type of Internet connection. Web browser access to HelpDesk provides full and complete functionality, not just a limited subset of the most common functions.

“GO-Global has given us an important edge over our competition,” concluded Frankel. “Now we can concentrate our programming and development efforts on our core applications, while still satisfying our customers’ Web access demands.”



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