



PRESS RELEASE

SharePoint-based Help Desk Solution Improves Town of Oakville's Issue Resolution



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SharePoint-based Help Desk Solution from SharePointHQ Improves Town of Oakville's Issue Resolution through its SharePoint 2007 Portal.

Toronto, ON, Canada, August 12, 2008 — SharePointHQ, a leading provider of training, professional services, hosting, web parts and solutions for Microsoft® SharePoint®, announced today the successful deployment of its SharePoint-based Help-Desk solution for the Town of Oakville. The SharePoint HelpDesk solution provides the Town of Oakville with standard, third party help desk functionality and seamless integration within its SharePoint 2007 portal.

The Town of Oakville turned to SharePointHQ to deliver a more flexible and affordable help desk solution that was seamlessly integrated within its SharePoint 2007 portal. The SharePoint help desk solution replaced the town's previous application, which lacked integration with SharePoint 2007. Through the SharePoint HelpDesk, the Town of Oakville will ensure quick resolution of client requests and help desk trouble tickets while enabling help desk department personnel to collaborate more closely using SharePoint's interactive communications, workspaces, search capabilities and automated business processes.

“The HelpDesk is a great solution for us to track, manage and resolve our help desk incidents. It's given us more flexibility and features compared to our legacy help desk application,” said Donna Freris, IT Systems Manager for the Town of Oakville. “Our search accuracy when looking for specific incidents or people has greatly improved. Going forward, we have a scalable, modular solution that can be easily upgraded and customized.”

“Our goal is to create a departmental help desk solution that really makes the lives of business users easier,” said Grant Jurgeneit, North American Sales Manager. “The key to accomplishing this is really a seamless SharePoint integration.”

The SharePoint HelpDesk includes the following features:

- Uniquely identify and track the lifecycle of each issue from initial issue report to final resolution
- Self-help functionality for common, easily resolved issues
- Robust search capabilities of each issue in the HelpDesk repository
- Automation of common tasks with SharePoint Workflows
- Easy-to-read, high level dashboard with key KPIs and daily, weekly, monthly metrics

The SharePoint HelpDesk is available throughout North America. For more information on the SharePoint HelpDesk solution, please visit SharePointHQ or call 416 585-9678, ext.284.

About SharePoint HQ

SharePointHQ offers training, professional services, hosting, web parts and solutions for Microsoft® SharePoint® Products and Technologies. SharePointHQ is both a Microsoft Gold Certified Partner and ISV Royalty Partner. SharePointHQ is part of the ThinkNet Inc. group of businesses. Founded in 1990, ThinkNet Inc. has continually provided innovative solutions for businesses in a variety of industries.