



PRESS RELEASE

SharePointHQ Introduces SharePoint Help Desk Solution



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SharePointHQ HelpDesk Offers Small and Medium Sized Companies a Fully Integrated SharePoint Based Help Desk Solution

Toronto, Canada – July 15, 2008 – SharePointHQ, a leading provider of training, professional services, hosting, web parts and solutions for Microsoft® SharePoint®, announced today the release of its SharePoint HelpDesk solution for both Windows SharePoint Services 3.0 (WSS 3.0) and Microsoft Office SharePoint Server 2007 (MOSS 2007). The new SharePoint HelpDesk solution will enable companies to improve their customer service and issue resolution through a central, collaborative SharePoint based help desk.

Previously companies in need of a robust help desk application either had to develop an in-house solution or integrate a third party help desk application within an existing SharePoint portal. The SharePoint HelpDesk now provides companies the option of leveraging a robust SharePoint based help desk solution for their help desk teams.

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 incident in the HelpDesk repository
- Automation of common help desk processes with SharePoint Workflows
- Easy-to-read, high level dashboard with key KPI and daily, weekly, monthly metrics

“With the SharePoint HelpDesk businesses are now able to leverage all the advantages of both SharePoint and a help desk application without having to turn to an outside third party vendor,” said Hans Leuschner, Vice President of SharePointHQ. “This seamless integration within SharePoint will allow help desk teams in small and medium sized companies to take advantage of SharePoint’s collaboration tools and lead to improved issue resolution and overall customer service.”

“HelpDesk offers a great deal of value for a very reasonable price and permits medium sized companies access to toolsets that only a few short years ago were only available to the Enterprise,” added Grant Jurgeneit, North American Sales Manager.

The SharePoint HelpDesk solution is available throughout North America. For more information on the SharePoint Helpdesk solution, contact SharePointHQ Professional Services, at 416 585-9678 or by email at Consulting@SharePointHQ.com.

About SharePointHQ

SharePointHQ offers training, consulting, 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.