

Deepser is a **Service Management** and **IT Asset Management** software entirely developed by Deepser srl, an Italian software house.

It covers the functional areas related to Help Desk, Customer Care, CRM, CMDB, ITAM and process automation. It is a complete tool to support all business services. The product is **scalable** and **easily customizable**. Its **integration** with other business software (ERP, CRM, etc.) is simple.

It adapts to any type of business: from SMEs to multinational companies; it is used by Managed Service Providers, industries and public administrations. Examples of departments it involves: ICT, HR, Sales, Customer Service, Technical Department, Purchasing and Logistics.

HELP DESK & SERVICE MANAGER

Deepser is a **complete suite for business service management**. Born as a Help Desk and Contact Center platform, it has evolved to manage all business processes. By providing access to customers, they will be able to submit requests and communicate easily through a dedicated **web portal**.

Deepser allows employees to monitor, **prioritize**, resolve and plan support requests. It is possible to configure **task automations**, categorize **activities**, send **notifications** and **reminders**, and plan maintenance interventions.

CRM WITH INTEGRATED KNOWLEDGE BASE

The **CRM software is directly linked to technical assistance**. It offers customers a simple tool to submit their inquiries. It allows to monitor **pre and post sales assistance**, offering targeted solutions and self-service options managed by the **integrated Knowledge Base**.

With the CRM module, the Sales team can also manage **lead acquisition** and **customer retention**, having complete visibility of their requests. You can manage **contracts** and support activities, monitoring response times, service levels (**SLAs**) and **KPIs** in real time.

IT ASSET MANAGER & CMDB WITH INTEGRATED PASSWORD MANAGER

The ITAM software allows to **retrieve an inventory with dynamic data of all corporate IT devices**. With the **Remote Collector** it is possible to automatically collect data of corporate or personal PCs, printers, networks and software even on different locations and external networks, easily managing the **assignment of IP and devices**. ITAM and help desk are contained in a single platform to manage support requests in an integrated way.

The CMDB module organizes the **inventory of all company assets**, easily modeling its database based on the entities to be registered: equipment, machinery, licenses, etc.

The inventory management is completed by a **secure and encrypted web password manager**, which allows to keep access credentials for each asset under control.