

Introducing **HelpBox™** the Most Flexible, Money-Saving, & Affordable Help Desk Solution Available Anywhere.

Dear IT Specialist:

If your business is considering a Help Desk solution, you've probably experienced the headache of weighing which features you need today vs. the ones you think you "may" need tomorrow, next month, or next year. Layton Technology realizes that your job is difficult enough - without a crystal ball to see the future, how can you be really sure which solution is the best?

Since 1998, Layton Technology has understood the needs of the IT marketplace. We've developed and provided dynamic software solutions for over 10,000 clients worldwide, including U-Haul, Hilton Hotels, Pepsi, Heinz, Boeing, Time Warner, and Lockheed Martin - just to name a few. That's why when it came to building a superior Help Desk Solution, we made sure we designed a fully salable product that was so advanced yet so simple to use - our customers could have it up and running smoothly in no time at all.

HelpBox™ is the first Help Desk software of it's kind. Not only will it easily manage all your incoming service and support requests, but it will also greatly improve internal communication and workflow. Now, your business can deliver powerful customer service without any additional add-ons, plug-ins, or modules-all with one simple, highly configurable solution. **HelpBox** does what you want, when you want ... right out of the box!

And unlike most Help Desk Solutions, **HelpBox** is extremely easy to configure and use. There's no wasted time acquainting yourself with endless documentation and hours of module/ plug-in configurations. Our simple, intuitive drag-and-drop technology lets you quickly customize HelpBox to meet your needs. Data fields can be added or deleted, forms or screens can be arranged as you require, and web page branding can be performed along with endless reporting variations.

When it Comes To Providing Support, Literally Every Second Is Precious.

With this in mind, **HelpBox** assigns new support requests according to priority, problem type and technical skill level, helping you resolve problems better and faster. Since HelpBox™ is completely web-based, it can be accessed from anywhere in the world at any time. So whether you require a simple call logging system or a more sophisticated help desk with Service Level Agreements, Escalation Processes, and Email Alerts, **HelpBox** provides the answer.

Just look at some of the extensive features found in HelpBox:

- *Highly configurable - backgrounds, views and forms can all easily be modified to suit your corporate look and feel*
- *Searchable solution knowledge base for troubleshooting*
- *End user access to log and progress calls with self-service ability*
- *Full E-Mail integration between all system users (internal and external) on all requests, alerts, assignments and escalations*
- *Works with Microsoft Exchange*
- *Multiple request forms for different departmental uses (such as Help Desk, HR, Billing, etc.)*
- *Intuitive easy-to-use interface with multi-user web-access*
- *Full SLA (Service Level Agreement) support*
- *Customizable assignments of requests to technicians based on skill set and work load*
- *Active Directory / LDAP integration*
- *Auto templates with solutions for notes and communication*
- *Complete action and task scheduling*
- *Notification banner and white board announcements*
- *100% customizable screens (forms), fields and reports*
- *File Attachments to requests (such as screen shots)*
- *Easy-to-customize escalation process using color coding and auto assignment*
- *Comprehensive statistical and user-defined reporting (including history from any field)*
- *Fully scalable (Access or SQL Server databases)*
- *Fast Installation!. Simple to install on Microsoft IIS (no client installation)*
- ***Registered user's receive:***
 - *On-line and telephone support*
 - *Free updates/upgrades"I was looking for a Help Desk Solution that was easy to use but with the ability to build the Help Desk Solution for our particular needs and, more importantly, within budget constraints.*
 - *Access to user forum*

- *Preferential pricing on new products*

[Click Here](#) To See What our Clients Are Saying
About **HelpBox**

"**HelpBox** is working fantastically and our clients have been very impressed, I'm really, really happy with the solution. It has helped streamline & make our service more efficient."

Jamie Warner - eNerds PTY. Limited.

"We have been very happy with the results. The users are using it much more than they did the old system. They now have the ability to go through self service and find answers to common questions. Tracking and reporting is a breeze."

Barbara Schiller, CMC Electronics Corp

400 users

"We are impressed with **HelpBox's** ease of use and administrative simplicity. Our goal was to track all of the requests we receive without letting any slip through the cracks, and that has been fulfilled. We are now expanding its use to project work and our facilities management department. Our end users are more satisfied with our support."

Tom Hirsch, Director Information Systems, Maharishi University of Management

650 users

"I have been in the technology field for 10 years... one of the smartest moves I've made as Senior Technology Specialist was to purchase the Layton Technology's **HelpBox™** Help Desk software."

Doug Hall, Senior Technology Specialist, Marshfield Public School

500 to 700 users of **HelpBox** and 800 to 1000 PCs

"I was looking for a Help Desk Solution that was easy to use but with the ability to build the Help Desk Solution for our particular needs and, more importantly, within budget constraints. The **HelpBox** solution from Layton Technology gave us all that and more."

Gary Dodge, IT Infrastructure Manager, Metropolitan Housing Association Group Ltd

1300 users across 14 offices and 40+ remote sites

No Risk Guarantee - Try It Today - No Payment Required Up Front!

Thousands of organizations around the globe already use HelpBox™ - We're so confident you'll be impressed with the results that for a limited time, you can try **HelpBox** risk-free, with absolutely no strings attached.

Test drive HelpBox free for the next 30 days and see for yourself how the software improves your efficiency while supporting your clients like no other Help Desk Solution. In 30 days, if you decide to keep it - pay just \$2,995 (including online and telephone support PLUS free updates and upgrades for up to 60 days). But, in the unlikely event that you are not 100% satisfied with the results, send it back to us, and we'll simply cancel your order. No questions asked.

How HelpBox Measures Up To The Competition: No other Help Desk Solution offers so much for so little! HelpBox surpasses the features and benefits of products costing thousands of dollars more. Try it and see for yourself today.

To take advantage of this special offer simply click on the [Order Form](#) and Fax it back to us on 1.813.319.1395.

Sincerely,

Layton Technology, Inc.

P.S. This is a Limited Time Offer - Act Now! This offer is only valid until <DATE>.

P.P.S. HelpBox also links directly to our PC auditing and inventory product, AuditWizard, which is the market leader used by thousands of organizations worldwide. Visit our [Corporate](#) website for more details.

HelpBox™ - One box. One solution.