

SERVICE DESK SOLUTIONS IT ASSET MANAGEMENT ITIL IMPLEMENTATIONS

HOW MAY WE HELP YOU?



APROPOS
CONSULTING

When it comes to selecting the appropriate solution for streamlining and optimizing

your IT operations, it often can be a daunting task. Determining which solution is right for your organization, let alone managing its implementation, can be quite challenging. It's imperative to move forward with confidence and speed, but without the skills, resources, and knowledge required for success, it is that much more difficult.

That's where Apropos Consulting comes in. We are a group of consultants that specialize in the sales, implementation, training, and support of complete IT Service Desk and Customer Service solutions. With over 40 years combined industry experience, our fully certified consultants offer unparalleled expertise in the design, implementation, and customization of leading industry applications.

Our number one priority is to assist you in selecting and implementing the appropriate and most cost-effective solutions for your business, all while developing ongoing relationships to ensure total customer satisfaction. We offer fully-certified administrative and end-user training on every product we sell. We offer a number of complimentary solutions, such as asset management, remote support, and report distribution and real-time metrics to enhance our core software applications.

INDUSTRY LEADING SOLUTIONS

IT Service Desk & Customer Service Solutions

Managing the needs of a busy service desk need not be cumbersome or complicated. We offer complete solutions to help you effectively support the many paths that requests may take. Whether you are supporting employees, customers, partners, or products, we can help you select the appropriate solution for managing and controlling all issues and requests to ensure that nothing falls through the cracks.

Asset Management & Software Compliance

As your business grows and you acquire more IT assets, it becomes increasingly difficult to manage them manually. If your company is like most, your IT staff doesn't have the time or resources to perform a thorough audit and analysis of all assets. With the assistance of a network inventory tracking tool such as Centennial Discovery®, critical objectives such as controlling costs, managing software purchases, achieving software compliance, and performing upgrades or migrations become much more simplified, timely, accurate, and efficient.

Change Management

These days, you need a way to track, manage, control, and automate the change and approval process across the board. With a Change Management tool, you can centrally do all of this and more within the service desk application in a controlled, rule-based manner with a complete approval and voting process to automate the stages of approval. By doing so, you ensure that the appropriate changes are communicated, reviewed, approved by the right parties, and adopted in a timely manner to save valuable time for all involved parties and improve efficiencies throughout your organization.

ITIL Implementations

ITIL-compatible solutions are important to organizations that wish to align their IT practices with their business objectives to deliver effective IT service management. Our ITIL certified staff can help you with implementations to improve your service desk operations, become more efficient, and incorporate industry-best practices.

Reporting Across the Enterprise

We can help you harness your corporate data into powerful visual metrics to proactively monitor key performance indicators and provide intuitive visual access to performance metrics. Utilize a web-based framework for enterprise reporting that simplifies the creation, generation, and distribution of reports across any platform.

**CONTACT US TODAY AT 877.300.7990
FOR A NO OBLIGATION CONSULTATION & FREE DEMO!**



Customer Relationship Management (CRM)

Managing relationships with prospects and customers is key to ensuring business success. With powerful contact management and sales and marketing automation software, we can help you streamline the sales cycle, boost team collaboration and refine your efforts to make the most of your sales and marketing investments.

NEEDS ANALYSIS & IMPLEMENTATION SERVICES

We will help you analyze your company's service desk, asset management, and other technological needs and then determine the appropriate solutions for addressing those needs. The implementation plan and design we develop will take your requirements into complete consideration, and we will customize and fine-tune the solutions once installed so that you are up and running optimally and quickly—within budget.

At Apropos Consulting, we focus on streamlining the mis-

sion-critical workflows and document-intensive areas of your business. Our extensive knowledge of best practices, breadth of experience in diverse environments, and superb technical skills, allows us to quickly deliver proven solutions. Contact us and let us show you what we can do for your organization.

FULLY-CERTIFIED TRAINING

We understand the critical role training plays in maximizing the value of your solutions investment. Our experienced, fully-certified instructors and curriculum developers are passionate about providing you with the best possible training experience so that your users can be up and running in a relatively short timeframe. We offer on-site training, though depending upon the number of participants attending a particular course, can arrange for your training needs to be met elsewhere. We typically offer system administrative and end-user training, but we can tailor other offerings for and customized training individual product modules or add-on solutions to your specific needs. Just ask.

WHAT DO CLIENTS SAY ABOUT APROPOS?

If we haven't convinced you by now why you should contact us to discuss how we can help you increase efficiency and improve employee satisfaction and retention—all while being mindful of the bottom line—perhaps some of our clients might have a bit of influence.

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Kitsap Credit Union's IT help desk struggled with an outdated, cumbersome system that often deterred technicians from logging calls at all. Even when they recorded calls, the credit union found it nearly impossible to pull accurate reports. With the Apropos team, Kitsap was able to solve their particular business pain by providing

"A good vendor helps you implement and trains you as you go along. Not only did Apropos handle implementation, but trained our staff to support the application once they left. That was a huge benefit. I've implemented a lot of systems, and vendors that provide that level of training when they are onsite are few and far between."

— Susan Whitford, Vice President Information Technology at Kitsap Credit Union

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In part, due to HEAT, the Utah Department of Corrections Bureau of Information Technology is able to effectively service its approximately 2,600 customers with a technician to staff ratio half that of any other IT help desk in Utah's state government. They now provide faster, more effective customer service and did not have to add to their staff.

"Overall, customers are saying things are better, smoother. It's made us more efficient in the number of calls we can handle, so we don't have to add staff. I just love it."

— Chris Olson, Help Desk Manager at Utah Department of Corrections.

Appropriate and pertinent consulting for your organization is what Apropos Consulting is all about. We are a Denver-based software consulting firm specializing in the delivery of complete IT Service Desk and Customer Service solutions. With more than 40 years combined industry experience and over 400 implementations in a variety of help desk and service center environments, Apropos' consulting staff offers unparalleled expertise in the design and implementation of customized solutions based on the award-winning HEAT® and FootPrints™ families of service and support applications. For more information on how we can help you implement an appropriate and pertinent solution in your organization, **contact us today.**



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