The nation’s favourite ITIL-aligned help desk software

Now with built-in CRM
What makes us different?

❤️ First class professional service
With rapid response times and support available across the globe, NetHelpDesk is renowned for our premier support. Our dedicated team of consultants will assist you with your transition to NetHelpDesk including everything from implementation, customisation and training, through to process streamlining and integrating your favourite third-party applications.

📞 Personal dedicated support team
When joining NetHelpDesk, you will be assigned your very own Account Manager and a dedicated Technician. The team will support you every step of the way from the initial implementation, through to organising training for your staff - we’ll even bring new features to NetHelpDesk based on your feedback to benefit you and our users worldwide!

☐ All modules as standard
Unlike other help desk software, NetHelpDesk comes with all features and functionality from the moment you install it - no modules locked and no hidden charges. As we update NetHelpDesk with exciting new features, you even have the option to upgrade to the latest version at no extra cost as part of our maintenance contract.

📲 Customisable to any industry
The diversity of NetHelpDesk makes it perfect for use in literally any industry or company type. Whether your company relies on communication externally with customers or streamlined communication between departments within your business, NetHelpDesk is customisable and easy to use, allowing harmonious integration both internally and externally.

🔄 Application integration
We’re passionate about NetHelpDesk being a powerful tool which integrates perfectly throughout your business. This is why from the very first moment you begin using NetHelpDesk, it is already compatible with many popular apps including Sage, Teamviewer, Microsoft SCCM and many more. Tell us what you want to use and we’ll even help integrate it for you!

👩‍💻 Bespoke development
We are committed to making NetHelpDesk the ultimate companion for business management for each of our users. We understand that no software suits your needs perfectly from the outset and our users always think of exciting new ideas to integrate more aspects of their businesses. Share these ideas with us and we’ll help make NetHelpDesk a 100% fit - usually free of charge!
Features of NetHelpDesk

- One-click data migration and import into our ITIL-aligned setup.
- Industry leading smartphone, tablet and apps free to download and use.
- Endless reporting on any data you have stored in the NHD database.
- Items and stock control for physical and service items sold.
- Full rich text e-mail integration with chosen ticket information.
- Tech time, journey and expenses tracking from all interfaces.
- Multiple site and time zone support for your international customers.
- Customisable end-user and tech web portals via any browser.
- Ticket and asset management from the same interface.
- Calendar 2-way sync with Exchange, Office 365 or Google Calendar.
- Quotations and sales order directly from tickets, or ad hoc.
- Supplier and purchase orders with advanced costing analysis.
- CRM and sales leads tracking, with conversion probability and value.
- Contracts and powerful combination billing engine.
- Rich text knowledge base articles, and self service via web portal.
- Extensive multiple SLA, escalations and alarms for your staff.

…and much more!

Available on multiple platforms

NetHelpDesk is available on a range of devices with industry-leading functionality available throughout.
About NetHelpDesk

NetHelpDesk is a privately owned and run UK company that sells just one product, NetHelpDesk. It has been developed and evolving since 1994, meaning that we have over two decades of experience in the industry, which allows us to offer software that competes, but at a lower cost than our competitors.

We operate out of the UK headquarters, but we have satellite branches in other areas of the world. The solution is sold to a global customer base on most continents, in a variety of languages including English, Spanish, French and Portuguese.

The product has been developed to fit any industry, and can be used by any company that needs to track requests. The capability of the software extends far beyond this, and continues to advance based on customer suggestions.

NetHelpDesk is a proactive company that listens to service and solution feedback from all customers, whilst responding to a dense and constantly evolving marketplace. The software provides an extensive, full-featured, rich application, at a competitive price, with first class support in all areas.

Testimonials

"As part of our strategy to insource our ICT team, we needed to purchase a Service Desk Solution to ensure we delivered the best in class service to our internal clients, both at our main location and satellite sites. We required an intuitive, smart tool that provides the right information. After extensive market review, we selected NetHelpDesk. NetHelpDesk also provide a great customer service, ensuring queries are fully understood, and a suitable timely answer is provided."

Linsey Smith, ICT Portfolio & Quality Manager, Intu Properties plc. UK

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