

TICKETING SOFTWARE

CONNECTIO

Join us for a fun side-by-side comparison of several help desk ticketing systems in a dating game format with firms that are actually using them. You'll learn what features are available in the various systems for firms of various sizes and answers to the top 5 questions ILTA members would ask the vendors.

Product	IQTrack http://www.iqtrack.com/	Track-It http://www.bmc.com/	Spiceworks http://www.spiceworks.com/
Name	Rebecca Sattin, IS Manager	Brad King, IT Support Manager	Denise Ash, Trainer
Firm	Mitchell Silberberg & Knupp LLP Attorneys: 125 Employees: 275 Offices: 3 Ticket Tracking Users: 12	Steptoe & Johnson PLLC Attorneys: 285 Employees: 900 Offices: 14 Ticket Tracking Users: 15 Named / 15 Concurrent (not all in IT)	Jackson Kelly PLLC Attorneys: 200 Employees: 500 Offices: 11 Ticket Tracking Users: 15
Past	Track-It (supplied by Intellitech)	Altiris by Symantec	
Turn-ons	Free with use of Intellitech Service Desk Quality Control tab in each ticket Knowledge Base Self Service ticketing available Incident management Mobile app	Ease of use/setup Custom reporting Self Service & Technician websites Change Management Skill Routing Work Order Templates Used by other departments Upgradable to FootPrints with 100% refund	The price (free) Ease of use Computer and network monitoring Reporting features E-mail integration (open, update, close) Active Directory integration Easy searching
Turn-offs	No asset management at this time	Needs improved calendaring / scheduling	Customization is difficult; advertising
Pricing	Included with full time use of Intellitech or \$50 / license / month with a minimum of 5 licenses (ticket openers and closers) per contract. (There is a one-time set-up/implementation fee of \$5,000 which includes training.) Discounts are available for those who use Intellitech part-time.	List price: \$995.00 Add-ons: Named Technician \$500/license Concurrent Technician: \$1,100.00/license Self Service Users: \$4.00 / 50 pack Remote Control: \$8.00 / 50 pack Web Survey: \$1,500.00 Yearly Maintenance 20% of purchase price	Free, however for \$495 per year the firm logo can be displayed in the reports and advertising bar.