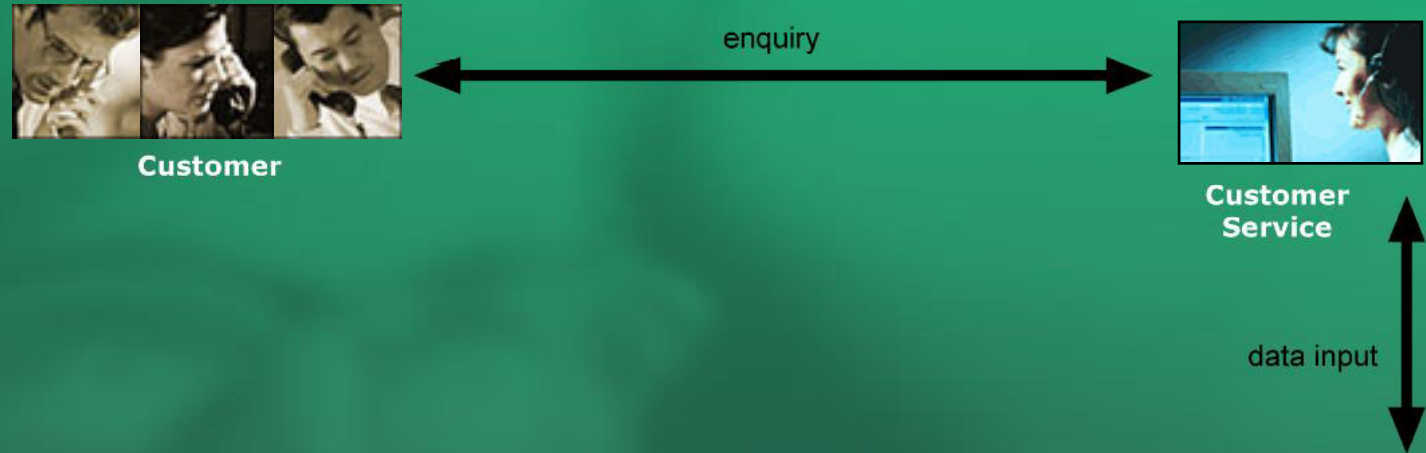


mRemedy™ Helpdesk

mRemedy™ is the mobile extension of Remedy's online and backend applications, Call Center and Helpdesk system. It allows management and operations staff, sales and field engineers to **get** information directly from existing applications and databases via SMS, WAP or http. It allows users to **update** information directly with validations to these applications and databases via SMS, WAP or http.



Benefits

Immediacy and speed in responding to problems

Amount of information on SMS is equal to web-based information or information provided by HelpDesk service officers

Anytime, anywhere capability – able to meet demands, effect quick results, trouble-shoot on-the-spot

