



CMIT Service Center Streamlines Issue Management Keeping Small to Medium Businesses in Control

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AUSTIN, Texas --(Business Wire)-- CMIT Solutions has announced the release of a CMIT Service Center, a service desk product that allows companies with in-house information technology (IT) teams to improve the quality, efficiency, and availability of IT support while eliminating the need for extra headcount or multiple vendors.

"It's a huge step forward for companies with in-house IT staff," says Jeff Connally, president and CEO of CMIT Solutions. "Instead of informally tracking requests for service or processing service requests on the fly, internal IT teams can now set up automated workflow rules to guide the processing and escalation of requests. That results in a better, more efficient service delivery - and reduces the chances that requests will go unresolved." CMIT Service Center combines service desk management software with CMIT Solutions support services, enabling small to mid-sized businesses to track, assign, and resolve technical issues more efficiently with the help of CMIT technicians. Service tickets can be distributed to internal staff or sent to CMIT technicians according to a number of parameters, including issue type, location, or time of day. An Out-of-Office feature automatically escalates tickets straight to CMIT Solutions if a particular internal staff member is out of the office. Automatic reminders keep track of progress on mission-critical projects so that major milestones don't slip through the cracks. And, CMIT Service Desk's flexible workflow rules can accommodate other vendors, so that telephony issues are automatically routed to the telecom vendor while power-related tickets can go directly to the relevant utility provider.

"At a time when companies are looking for ways to become more efficient and productive, I think this one's a no-brainer," says Connally. "CMIT Service Desk helps you get more out of your existing IT staff and equipment by making it easier to track, manage, and share your workload. We use very similar software to manage our own IT services business - so we know just how well it works." For more information about CMIT Solutions, please visit www.cmitsolutions.com.
