

GROUNDWORK DESK

for GroundWork Monitor Enterprise

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GroundWork Desk

GroundWork Desk (powered by Invicta Software) is a help desk ticketing system, closely integrated with GroundWork Monitor.

GroundWork Monitor Enterprise features:

- Unified Monitoring
- Unified Messaging
- Incident Ticketing & Tracking
- Help Desk Automation
- SLA Reporting

Request a Demo

For more information or to request a demo of GroundWork Monitor Enterprise please call 1-415-992-4500 or email us sales@gwos.com.

Overview

GroundWork Monitor does monitoring and alerting, but this is only part of what you need to run an IT shop. Engineers, DevOps, and technicians all need to know they are always working on the most important things, without having to think about the relative priority of a given task. That's why we are adding GroundWork Desk to GroundWork Monitor Enterprise.

GroundWork Desk (powered by Invicta Software) is a help desk ticketing system, closely integrated with GroundWork Monitor. If GroundWork can monitor it, you can get a ticket on it when it needs attention. This new product makes the need for expensive and complex integrations with other help desk products obsolete - just use GroundWork Desk!

Features

Unified Monitoring

GroundWork Monitor can monitor just about anything. If you want to track KPIs of your applications, disk space on your storage arrays, or the response time of your e-commerce site, we have you covered.

Unified Messaging

With GroundWork Messenger, we can text you, email you, Slack™ you, or raise a ticket in GroundWork Desk. If anything in your IT shop needs attention, you can do any or all of these things to make sure it gets it.

Incident Ticketing and Tracking

In GroundWork Desk, if you get a ticket, you can acknowledge it and take ownership, browse monitoring data, schedule maintenance, and close out the incident after you have worked the problem. Full history and tracking of all work is available with Prioritization based on rules you set in GroundWork to make sure you are working on the right problem.

Help Desk Automation

When you set up your help desk in GroundWork Desk, you can fully automate the assignment and priority of the incidents you detect with GroundWork Monitor. Your workflow is modeled in simple, easy to understand, and easy to adapt automation steps. Make it work for you, not the other way around.

SLA Reporting

Your incidents are logged against SLAs you set and make with your customers. Generate holistic reports that have the detail you need as well as the summary numbers for meeting SLA targets.

Our Solution Provides

Central point of monitoring, alerting and ticketing for:

Networks

GroundWork Monitor discovers network assets automatically, so you can track them with GroundWork Desk whether you or your users were the ones to plug them in. Set policies in GroundWork Monitor to raise a ticket in GroundWork Desk when a traffic pattern you need to know about appears.

Servers

Comprehensive agentless or agent-based monitoring of servers is a core feature of GroundWork Monitor. Get the detailed data you need in your tickets.

Cloud Services

Moving to the cloud? Already there? Maybe two or three clouds? We have you covered with Cloud Hub connectors in GroundWork Monitor, which quickly scans your provider's API for the metrics you need to run your business. You can deploy an instance of GroundWork Monitor and GroundWork Desk in any of the popular public or private cloud platforms.

Applications

Using your own software? It can be a huge competitive advantage, but how do you monitor it? The GroundWork Monitor APM connector can scan your app for metrics in as much detail as you like, and let your engineers know in a GroundWork Desk ticket when the app needs to be tuned or maintained.

Log Analysis

Do you use Elasticsearch to store and search your log files? GroundWork Monitor Elastic Connector makes it a snap to get alerted when a pattern emerges in your log messages, and your ticket in GroundWork Desk will tell you exactly what the trigger for the incident detected was. Make the best use of what the open source monitoring world has to offer.

User Requests

When users need help, they tell the help desk. Track user requests alongside incidents, and you can keep your users happier when you solve the right problem at the root of their troubles.

Maintenance Ticketing

If you know you need to upgrade a system, rotate a certificate, or do any scheduled maintenance, your GroundWork Desk ticketing system can help you to set and track downtime on your IT resources.

Have questions?

Email us at sales@gwos.com or call 415-992-4594

