



We're proud to use ServiceAide at Sigma!



ServiceAide provides comprehensive, secure and reliable cloud-hosted service management solutions with a low ongoing cost of ownership.

ServiceAide has a growing global portfolio of customers and Sigma is one of them! The Services team at Sigma use ServiceAide to manage their helpdesk tickets, projects and knowledge base articles.

ServiceAide adds value to the Services team's day to day workload as well as their customers. These benefits include:

- The ability to separate ticket types into individual categories and have these assigned to individual groups or our internal engineers dependent on the issue
- A project area where the user interface is both clear and straight forward but also covers all bases to complete a project efficiently and accurately
- The 'Communication Templates' give Sigma the capability to write our own message to customers providing them with a more personal feel rather than an automated response from a system when a ticket is logged
- The video functionality within the knowledge base enables us to record the screen and upload a step by step demonstration rather than a list of instructions



"There are many elements that contribute to a successful services team and as far as I can see, ServiceAide covers them all."

- Jess Morris,
Systems Engineer, Sigma Software Distribution



Jess Morris, Systems Engineer at Sigma uses ServiceAide on a daily basis. The customisable interface benefits both her and her customers, "I would say that with the ability to completely build our own system from scratch and have it work in a way we want it to, we can say with confidence that we know it inside out and can dictate how each ticket is handled, making our service more efficient and consistent."

Jess also likes how user friendly ServiceAide is for her customers, "They have the ability to log tickets by either logging into ServiceAide or sending an email to us. They can be notified when a ticket is updated so they're kept in the loop whilst their issue is being resolved without having to log back in. Customers also have the ability to search the knowledge base before logging a ticket in case it's a common issue that we already have a fix for."

Want to buy ServiceAide for an end user?

Speak to Sigma Software Distribution Business Development Specialist James McNaughton at jamesm@sigmasd.com or telephone: **+44 (0) 1364 655200**