



# HELPDESK ASSISTANT

RBRO SOLUTIONS

## Enable helpdesk staff to perform a variety of end-user support functions without requiring NRTAdmin access



- Simple end-user requests can be handled by helpdesk staff
- Logging mechanism that tracks activity
- iManage Work 10 compatible
- iManage Cloud compatible

*Helpdesk Assistant* enables helpdesk staff to perform advanced iManage Work functions without the need to have NRTAdmin access. All actions are performed securely across multiple databases with an effective logging mechanism that tracks activity.

*Helpdesk Assistant* allows the delegation of end-user support functions to helpdesk staff, without requiring NRTAdmin access. Because *Helpdesk Assistant* ensures that actions are performed securely and activity is tracked, organizations can be confident that helpdesk staff can assist individual end-users without gaining access to information beyond their permission level.

### PRODUCT FEATURES

- Remotely check-in iManage Work documents from a user's PC
- Change metadata and security of workspaces, folders and documents in bulk
- Advanced methods of searching for documents using metadata properties (such as documents that are checked out, in the flatspace or have private security)
- Identify potential risks or analyzing reported issues with document usage (by searching for content based on iManage Work history activities such as 'export', 'mail', 'last used by', 'check out/in', 'delete', etc.)
- Search for workspaces, updating metadata and deleting folders
- Add workspace shortcuts (to a selected user's workspace shortcuts' list)
- Check-in or unlock documents that users cannot access

*Helpdesk Assistant is an RBRO WorkSite System Manager (WSM) snap-in. The RBRO WorkSite System Manager is a proprietary enterprise administration solution that allows organizations to gain a greater degree of control over their iManage Work system through a single source. It is provided at no charge with the purchase of Helpdesk Assistant or other snap-in tools.*

## **ABOUT RBRO SOLUTIONS**

A premiere iManage partner for over 15 years and trusted globally by over 400,000 business users, RBRO Solutions is dedicated to helping organizations get the greatest value from their business content and work processes by extending the power of their iManage Work solution. With over 700 iManage engagements, RBRO applies best practices and know-how to simplify iManage implementations, upgrades and migrations.

RBRO can transform how organizations get work done with adoptable and scalable improvements in business efficiency and agility—that integrate seamlessly across corporate systems—adding value to the iManage Work solution, enabling you to decrease your overall cost of ownership by simplifying tasks and empowering users.

## **ABOUT IMANAGE**

iManage is the leading provider of work product management solutions for legal, accounting and financial services firms and the corporate departments they serve. ILTA's 2017 Innovative Solution Provider of the Year, iManage helps professionals streamline the creation, sharing, governance and security of their work product. Over 3,000 organizations around the world — including more than 2,000 law firms — rely on iManage to help them deliver great client work.

Headquartered in Chicago, IL, iManage is a management-owned company. For more information, please visit [imanager.com](http://imanager.com).



© Copyright 2019 RBRO Solutions Inc.