

Web Help Desk Joins Enterprise Desktop Alliance In Leadership Role

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The Enterprise Desktop Alliance today announced that Web Help Desk has joined its collaboration of software vendors dedicated to making it easy to deploy, integrate and manage Macs in Windows-based IT environments. Web Help Desk's IT Service Management software brings web-based accessibility to IT service fulfillment and self-service for both Mac and PC users. Web Help Desk joins EDA founding members Atempo, Centrify, Group Logic, LANrev and Parallels.

Sunnyvale, CA USA - The Enterprise Desktop Alliance (EDA) today announced that Web Help Desk has joined its collaboration of software vendors dedicated to making it easy to deploy, integrate and manage Macs in Windows-based IT environments. Web Help Desk's IT Service Management (ITSM) software brings web-based accessibility to IT service fulfillment and self-service for both Mac and PC users. Web Help Desk joins EDA founding members Atempo, Centrify, Group Logic, LANrev and Parallels.

Web Help Desk pioneered the help desk software industry by offering one of the first web-based solutions, in addition to offering support for the Mac operating systems since 1999. With Web Help Desk, enterprises can close a potential gap in IT support for the Mac with a "one stop shop" solution that serves both Mac and Windows platforms.

"The EDA's cross-platform initiatives fall directly in line with Web Help Desk's past, present, and future," said Terry Siddall, vice president at Web Help Desk. "Our entire organization is enthusiastic about contributing to the EDA's mission of cross-platform enterprise desktop support. We look forward to the opportunity to work in tandem with the best in class solutions from other EDA member companies."

Solutions offered by EDA member companies enable enterprises to achieve the same level of control, security, policy compliance and service for the Mac that they currently have with their Windows platforms. By including Macs in the standard Windows-based management environment, EDA solutions give Macs parity with Windows in an enterprise. At the same time, EDA solutions are specifically designed to allow users to maintain the Mac experience when interfacing with the Windows infrastructure, letting "Macs be Macs."

"With the long heritage of cross-platform ITSM solutions, Web Help Desk extends the EDA's expertise in integrating Macs into the enterprise. We can now advise enterprises on best practices in setting up a consolidated, platform-aware help desk solution that supports both Macs and PCs," said T. Reid Lewis, CEO of Group Logic. "We're also pleased to find that Web Help Desk's integration into the EDA has been just as seamless as Web Help Desk's out-of-the-box integration with LANrev's asset management suite."

About Web Help Desk

The Web Help Desk software suite is the leading cross-platform service desk management solution for ITSM professionals who seek to simplify and automate their increasingly complex service environments. The extensive feature set of Web Help Desk addresses critical IT service areas, including: Incident and Problem Management, Asset and Desktop Management, Knowledge Management, LDAP / AD Integration, and Change Management.

Enterprise Desktop Alliance:
<http://www.enterprisedesktopalliance.com>

Web Help Desk:
<http://www.webhelpdesk.com>

Solutions from EDA member companies enable IT departments to deploy, integrate and manage Macs throughout their organization by applying the same standard Windows-based management tools to support Macs as they do Windows. By leveraging a centralized, uniform, management platform, administrators can deliver identical services and exercise the same controls for both Macs and Windows. EDA cross-platform solutions address: identity and access management, systems lifecycle management, file and print services, virtualization, data protection and service desk management.

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