

Every request matters. A clear next step.

Connect requests, people and service commitments
in one shared workspace.

From communication chaos to coordinated work

Implement ITIL processes to manage incidents, problems and service requests efficiently.

Connect your service catalogue, workflows and live SLA status, with clear ownership from request to resolution. Defined processes and a systematic approach help develop your company culture.

FROM REQUEST TO RESOLUTION



THE ELLER ADVANTAGE



A fast, responsive app

A modern, AI-enabled interface with data governance for reliable AI processing and human oversight.



Save time every day

Reduce routine work with guided requests, automatic task assignment, notifications, escalations and automation.



Unlimited customisation

Tools for your business: adapt forms, the data model, workflows, lifecycles, rules and permissions to the way your organisation works.

CONNECTED CAPABILITIES

- CMDB & knowledge base
- Configurable incident lifecycles
- Live queues & Contact Center
- Multi-tenancy & access control

See Service Desk in action

Discuss your service processes with Eller.

sales@eller.com

eller.com/service-desk

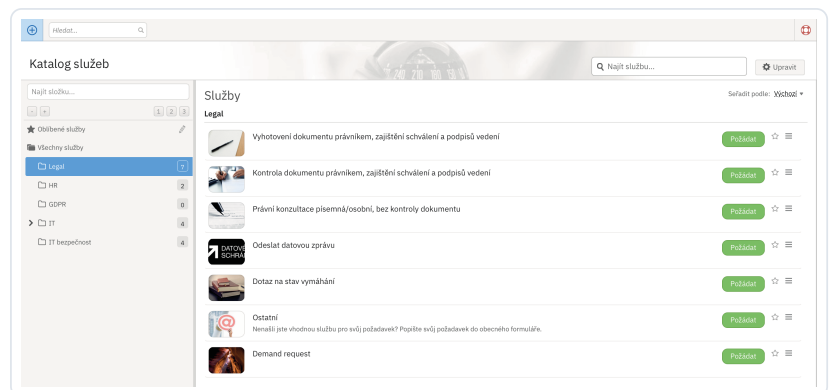
Designed for everyday work.

Clear guidance for users. Adaptable processes for administrators.
A shared operational view for service teams and the whole organisation.

01 / A CLEAR STARTING POINT FOR EVERY REQUEST

Services people can find

Give users a catalogue for ordering services and reporting incidents. Connect service descriptions with knowledge articles so relevant guidance is close at hand.



Service catalogue with clear categories and direct request submission.

02 / CAPTURE THE DETAILS YOUR PROCESS NEEDS

Forms that guide users

Administrators can maintain questions, field types, validation and hints. Define service levels and approval workflows per service, then adapt lifecycles as your processes evolve.

3. Does the employee require company equipment? *

☒ Yes
☐ No

4. Equipment requirements

4.1. Required equipment: *

Select all items needed for the employee's first day.

☒ Laptop
☒ External monitor
☐ Keyboard and mouse
☐ Mobile phone
☐ Headset

Employee onboarding: required equipment.

Connected. Controlled. Web-based.

External API • Export / import • Active Directory integration
Field-level permissions for employees, customers and suppliers

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