

# NodePoint: An IT system for the modern environment

## Business needs

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### Answering IT challenges:

- Administrators and support people need the proper tools to answer user requests.
- Spending time maintaining those tools defeats the purpose of using them in the first place.

### Serving users more effectively:

- Users want to spend as little time as possible reporting issues to the proper places.
- They expect to be able to track problems in real time and get results, without losing time due to an inefficient workflow.

### Lowering TCO spendings:

- IT systems are often seen as a cost center, and new solutions should be inexpensive to deploy.
- While free is good, products have to be convenient and easy to deploy to avoid spending too many company resources on the project.

## The current market

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Ticketing systems are aplenty in the current landscape, but most have been designed years ago, in an era where technical processes were expected to be complex, require a lot of hands-on maintenance, and elegant designs were not yet available.

Most of these well known systems have evolved to be *jacks of all trades, masters of none*. This means that while they answer some of your business objectives, they require an inordinate amount of resources because they also run many processes to support things that you may not need.

The end result is a clunky interface, a heavy maintenance system, unhappy users and an expensive proposition for your organization.

Enter NodePoint...

## NodePoint features

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NodePoint provides all of the features you expect from a robust, proven IT system, without any of the fluff:

- **Free and Open Source** allows you to save money and validate the robustness of the code.
- **Based on Bootstrap** to provide a modern web interface with mobile support.
- **User management** with **access levels** gives you easy control over who can access which feature.
- **Product inventory** and **release tracking** means your tickets will always be filed properly.
- **Comments** with **file attachments** give you control over who can attach images, patches or documents to tickets.
- **Email notifications** with optional **third party plugins** allow you to keep everyone updated.
- **Simple to setup** on both Windows and Linux, with no dependency other than a web server.
- **Active Directory integration** allows you to integrate NodePoint in your existing environment.
- **Comprehensive reports** allow you to export statistics about the issues reported by users.
- A **componentized** interface means you only enable the features that you need.
- Use the **JSON API** and **CSV exporting** to expand NodePoint endlessly.

## Give it a go!

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You can download NodePoint and try it out for free at <http://nodepoint.ca>. Contact us at [support@nodepoint.ca](mailto:support@nodepoint.ca) for any further inquiries.