

Principal

Information Technology Manager

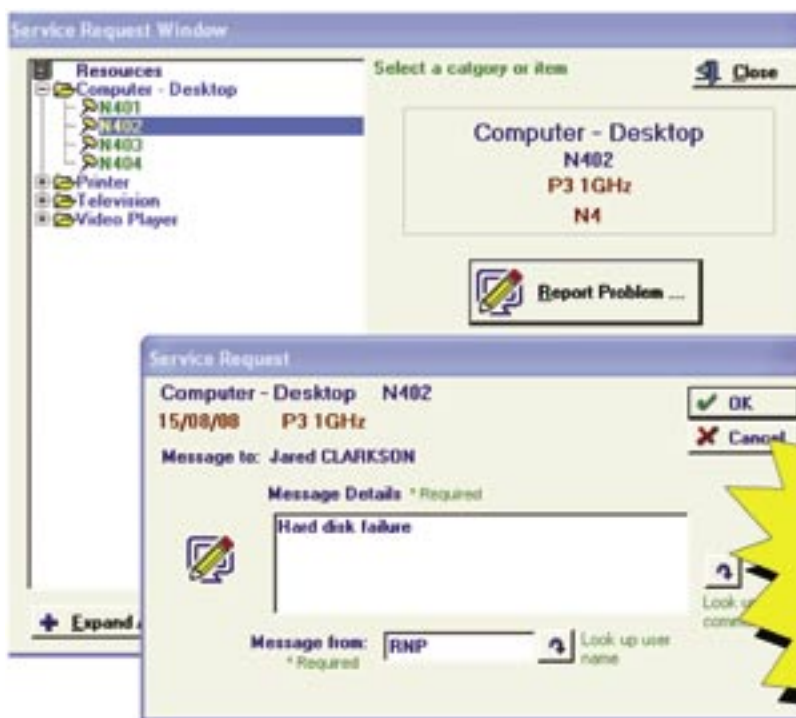
Facilities Manager

JobCard

school help desk software

CaRob Computing

- Report faults or request assistance from anywhere on the network
- Maintain a history of serviced equipment
- Easy to use menu bar holds shortcuts to all major functions



• Staff fill in details of problem in a simple but flexible format

• The job is automatically presented in a job list

networked Help Desk system
... easy to install
... easy to use

ID	Priority	Date	Job Name	Item	Notifier	Ser
20	3	21/02/04	Maintenance	Repair Softboards	Sched Maint	TRJ
21	3	21/02/04	Maintenance	Polish G Corridor floor	Sched Maint	DLK
24	0	21/02/04	Television	TV01	WHC	WNI
25	0	21/02/04	Video Player	Vid01	VRM	WNI
26	0	21/02/04	Computer - Desktop	N401	RNP	CNJ
27	5	21/02/04	Computer - Desktop	N404	SST	CNJ
28	0	21/02/04	Printer	HP Deskjet UB	BYT	CNJ
29	0	22/02/04	Computer - Desktop	N402	RNP	CNJ
30	3	22/02/04	Maintenance	Check all N4 comput	Sched Maint	CNJ

- Servicers view the jobs, prioritise them and print them
- Completed jobs are moved into a history file, or simply deleted.
- Comprehensive history allows records to be kept of individual items
- Maintenance tasks can be scheduled to automatically add to job list
- Use one installation for multiple Maintenance Areas



What the users say

"As a computer manager, the number of phone call interruptions has dropped amazingly.

With computer pods in the school, the service side has grown a lot and JobCard lets users inform us about problems in a way that's convenient for them, doesn't interrupt us, doesn't require us to be near the phone, and is dependable.

What's more it is dead easy to set up and run."

"It's easy to report a problem with the computer equipment. I know it goes to the right person and I can follow the progress of the job."

"Scheduled maintenance for the school bus is taken care of. Whenever service is due the job appears automatically in the list."

"I can view the maintenance history of different items of equipment making it easy for me to make decisions like when to retire a video recorder. I can also keep track of items outsourced for repair, and keep track of warranties"

"As a technician I use JobCard to view jobs that I have had assigned to me. I can prioritise them and print out a list for the day."

JobCard is typically used within a school by:

- ICT departments**
- Physical services management**
- Audio visual and media related areas**

- Simple to install and manage**
- No specialist network skills required**
- JobCard works in the same way as BookIt! for those familiar with that product**

Demonstration version and screen images available from www.carobcom.com

Order JobCard on approval by faxing us a school order.

If after 30 days you find JobCard is not for you, send the package back with no obligation.

You receive:

- School wide licence for Jobcard
- Easy installation
- No hidden costs
- Comprehensive manual

\$550 incl GST p&h

Unlimited site licence

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Fax to CaRob Computing 03 5523 5144 for a 30 day approval (with school order)



Order Number: _____
School: _____
Contact Name: _____
School Address: _____
Town: _____ **Post Code:** _____
Phone: _____ **Fax:** _____