CyberTask
Stay connected, be productive.

Cybertask is a cloud-based Service Management system with integrated workflow and timesheet tracking functionality.

Cybertask facilitates service delivery and consistent performance of business tasks, while maintaining a detailed record of time and resource allocation. Cybertask will manage the workflow of tasks to ensure repeatability and reduce reliance on legacy knowledge. This improves efficiency across your workforce and reduces risk to business continuity caused by staff turnover.

SINGLE SYSTEM OF RECORD

Redundant IT tools and services can increase costs, slow everything down, and even stop your business operations. The answer is consolidating your IT management systems – but you're not sure how to get started, or what your goal should be.

Your business operations are so diverse, how do you keep track of the everyday functions and duties of staff, and keep a handle on how many hours are being spent servicing each customers needs ?

CyberTask combines detailed planning and task management with comprehensive timesheet tracking, tied together with powerful and flexible reporting. All your operations and duties can be managed and monitored from this single platform.

With CyberTask, you can enjoy the peace of mind of a single system of record.

Service Management systems are not only for IT any more. CyberTask simplifies service delivery allowing you to monitor efficiencies, implementing procedure management and controls and ensuring consistent performance and visibility of data and client interactions.

Overhead is reduced and you receive more operational transparency. You get to maintain and enforce business continuity. Here is an opportunity to consolidate systems and redundant procedures into a single system of record.

OUTCOMES

- Increase billables by reducing administration overheads and automating performance reporting.
- Increase adherence to service level agreements
- Software-as-a-service per-user pricing ensures high return on investment
- Replace email as the tool for managing project communication and feedback, with full audit trail and activity tracking
- Replace muliple legacy and project management systems with a single record of activity
- Replace manual, labour-intensive tasks with consistent, recorded workflow with full oversight and management
- Management reporting and dashboard visibility allows for increased span of control and simplifies monitoring of efficiencies
- Improve customer relations and turnaround time by allowing end-users access to a self-service portal.

KEY FEATURES :
Full-featured task management with Sub Tasking
Timesheet Tracking
Integrated customisable & configurable workflow
Flexible checklist management
Simplified workflow management
Powerful and flexible reporting functionality with a Live Dashboard display
Supports integration to existing ERP/CRM system master data
Service Level Agreements
CRM & Contacts
Roles & Permissions
Attach Documents and Emails

INDUSTRIES WHERE CYBERTASK CAN OPTIMISE PERFORMANCE :
Legal Services, Financial Services, Healthcare, IT, Consulting Services, Architecture, Field Service Delivery, Software Implementation Professionals, Incident Management

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Priding ourselves on customer-centric relationships !