



Front Desk Suite

HELIX^{DC}

AN **INTEGRATED** DEPARTMENT **WORKFLOW...**

A **SYSTEM**
TO **MANAGE** THE
COMPREHENSIVE NEEDS
OF YOUR STAFF,
GIVING THEM THE
TIME TO FOCUS ON
WHAT MATTERS MOST...
THE **STUDENTS**

Front Desk Suite is a set of tools designed specifically for Residence Life by professionals with first hand experience in Residence Life. These tools are designed to assist all avenues of the Residence Life department.

Beginning with the front desk, we seamlessly integrate the workflow and transfer of information among the various staff members.

Front Desk Suite adds critical verification, management, administrative, and reporting functions to the desk receptionist, professional and administrative staff.



Students,
safe and
secure

SECURITY

With security an ever growing need, FDS gives Residence Halls access to a simple, yet powerful verification appliance.

- Works fluidly with existing resident databases
- Compatible with magnetic and barcode scanners
- Complete audit trail for any task performed at the front desk.



Manage
department
resources

MANAGEMENT

Front Desk Suite gives Residence Life the management assistance their building staff needs, and the administration capabilities their professional staff wants.

- Replace paper logs and years of archives with complete, fully searchable audit trails
- Decreased pass through times during high traffic periods, increased efficiency of building staff
- Fully customizable rule sets, FDS changes to fit your department workflow

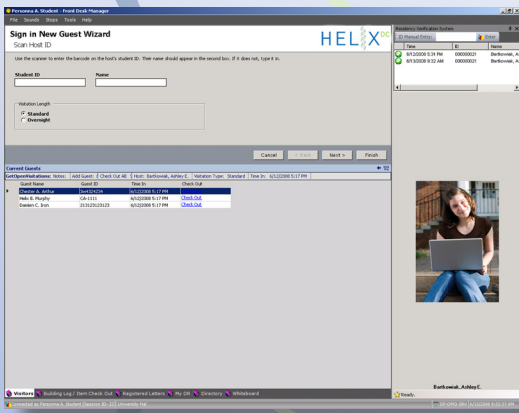


Data
at your
fingertips

REPORTING

Front Desk Suite provides access to very powerful reporting features to simplify a department's data mining needs.

- Comprehensive base report set
- Customizable reports to provide specific data needs
- Central Storage of client machine data

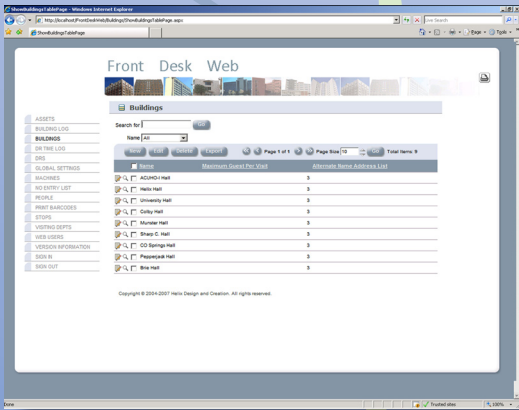


SYSTEM

- Integrated server and client side architecture
- Intelligent network handling allows decentralized client side operation independent of the server
- Robust server software allows for fully automated updates of client software
- Configurable for either online or near-online sync with existing resident database
- Fully integrated with MS SQL server database and reporting technologies

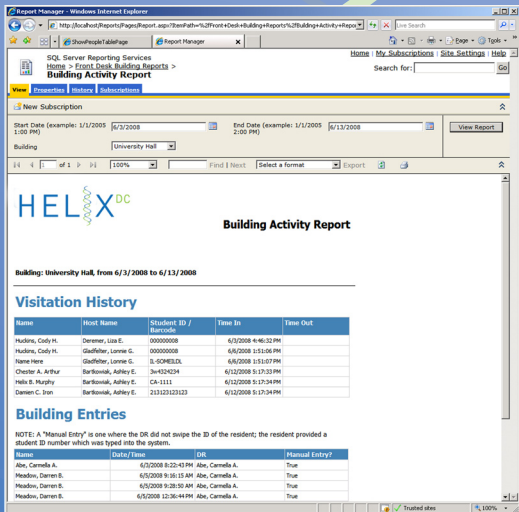
FRONT DESK

- Verification tool utilizes existing resident database, no manual duplication of data
- Configurable rule sets for general building process, visitation, equipment, and stop lists
- Client side integrates with existing card system for both user and resident authentication
- Staff log and resident directory capabilities



ADMINISTRATION

- Stop lists automate important building staff to resident communication
- Fully integrated and secure audit trail for all front desk/resident interactions
- Encrypted, authenticated web portals allow professional staff full control from anywhere
- Tiered permission set allows administrators to set multiple levels of control for different building personnel
- Track single building details to campus wide information in real time with a single portal
- Utilize detailed reports to quickly mine a wide arrange of data based on your needs



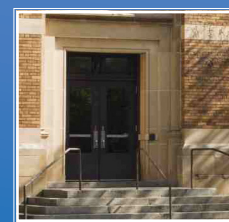
SATISFACTION

- Included with the software is comprehensive training on all facets of the Front Desk Suite for building and professional staff
- Take advantage of the customer online portal, giving you access to suite documents, tutorials, and a wide range of other resources
- Trade tips and advice with other Front Desk Suite users using the FDS forum
- Access to online helpdesk, phone support, and personal account manager

Check out our other Residence Life products!



Damage
Billing



Judicial
Tracker
coming soon!

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