



@
Radical

Other Market Leaders

A

B

C

General Functions

Runs on Microsoft Access 2000 database	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Runs of Microsoft SQL Server 7/2000 database	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fully ODBC compliant database	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
DDE Enabled	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Automatic Upgrading of all client workstations from Database on upgrade	<input checked="" type="checkbox"/>			
Links to External Databases with Read-Write Capability	<input checked="" type="checkbox"/>			
Fields are stored in true database type (datetime, money, numeric etc)	<input checked="" type="checkbox"/>			

Web

Fully Web Enabled	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
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Security

Form and field-level security based on Security Profiles	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Data level security based on Security Profiles	<input checked="" type="checkbox"/>			

Customisability

Fully customizable using built-in visual form editor with drag/drop form design	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
Addition of unlimited, user-defined fields and forms.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
Create numerous field types with look-up and autofill capabilities	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
Develop customisations on different databases without incremental applications	<input checked="" type="checkbox"/>			
Create Button Fields	<input checked="" type="checkbox"/>			
Create File Attachments fields (attachments stored in Database)	<input checked="" type="checkbox"/>			
Create Internet Browser type Controls to Forms	<input checked="" type="checkbox"/>			
Create SQL-Expression Type Fields	<input checked="" type="checkbox"/>			
Addition of Image Type Fields	<input checked="" type="checkbox"/>			
Addition of Bitmap Images to Forms	<input checked="" type="checkbox"/>			
Create Unlimited Numeric Auto-Incremented Type Fields	<input checked="" type="checkbox"/>			
Calculation Abilities on Forms	<input checked="" type="checkbox"/>			
Mandatory Fields based on completely customisable criteria	<input checked="" type="checkbox"/>			
Read-Only Fields based on completely customisable criteria	<input checked="" type="checkbox"/>			
Customisation of Form Logic	<input checked="" type="checkbox"/>			

Notification/ Autoescalation Capabilities

Create customised business rules for automatically notifying users	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
Alert and escalate events through built in alert system, e-mail, SMS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Define notification messages and data attachments.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Individual or group notification.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
Numerous user-defined Service Clocks	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	

Data Queries/ Filters

Powerful filters give total control over data viewing and access.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Full transact-SQL type queries which are created once and stored for future access	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ability to change fields viewed in a filter dynamically (at user level)	<input checked="" type="checkbox"/>			

Comparative
Feature Analysis





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Reports

Built-in interface to Seagate Crystal Report Writer to view reports.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Numerous pre-defined reports	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Direct e-mailing and exporting of reports.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Central Storage of Reports in Database for easy Administration and Distribution	<input checked="" type="checkbox"/>			

Business Rule Processor and Form Logic

Define and execute powerful business rules and workflow processes	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
Automatic escalation and notify rules	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
Status transition rules	<input checked="" type="checkbox"/>			
Automatic status change	<input checked="" type="checkbox"/>			
Powerful form logic and enforcement rules	<input checked="" type="checkbox"/>			

Radical Help Desk Functions

Sophisticated Customer Profiling.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Storage of Hardware, Software and Networking information with each Client	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Establishment of user-defined service level agreements (SLAs) per each account	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Tracking of user-defined warranty programs for inventoried items.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Automatic routing and escalating of calls based on user-defined Rules	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Escalation Rules based on numerous Service Clocks that are user defined	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
Complete history of activities with unlimited notes with each call is maintained	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Populate and utilize the knowledge base to search for problem resolutions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Extensive User-defined reporting with built-in interface to Seagate Crystal Reports	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Powerful analytical tools and filters to monitor performance of Help Desk Personnel	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Concurrent user licensing	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Real-time analytical calculations	<input checked="" type="checkbox"/>			
Creation and linking of tasks and activities to specific service calls.	<input checked="" type="checkbox"/>			

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