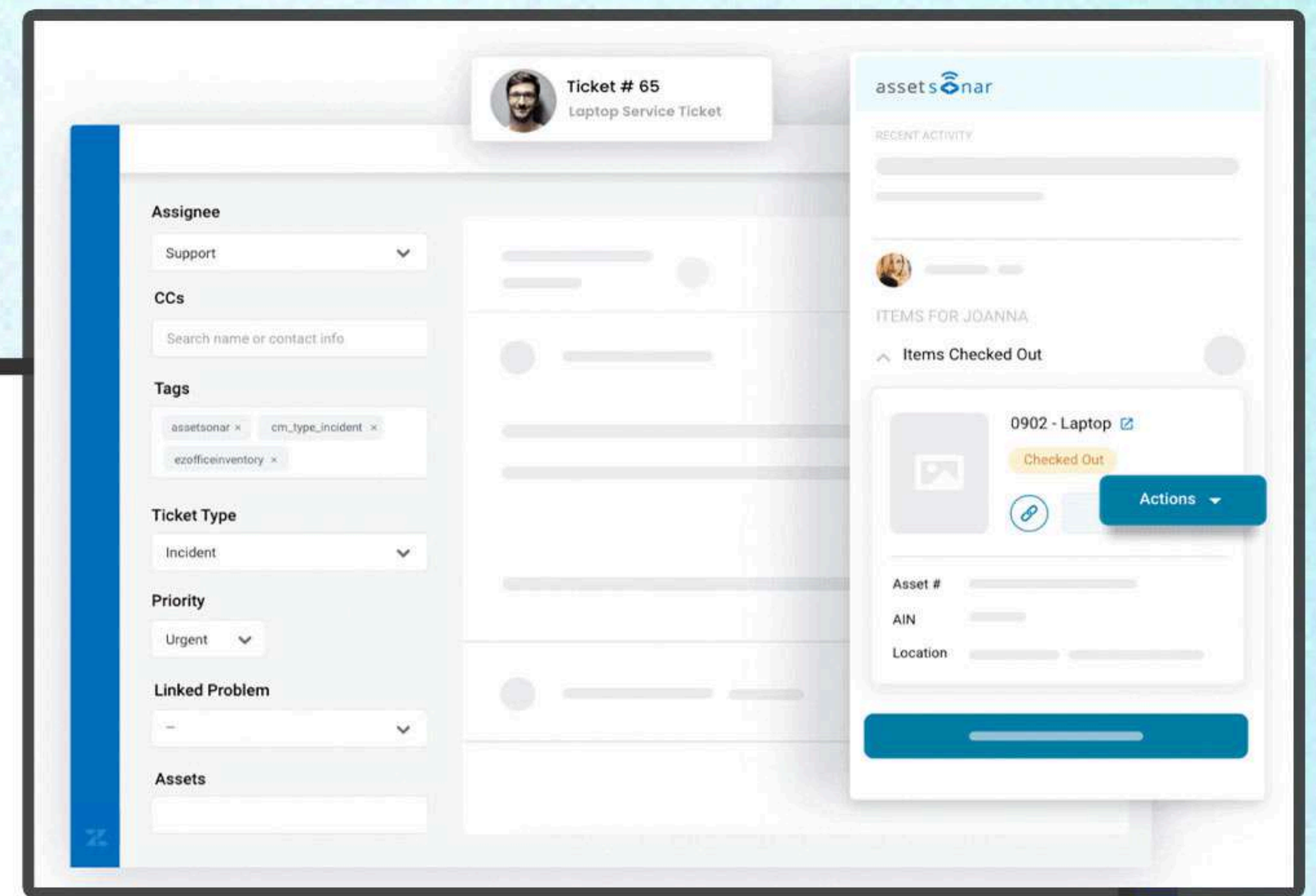


EZO Service Desk Connect: Scalable Employee Service Management

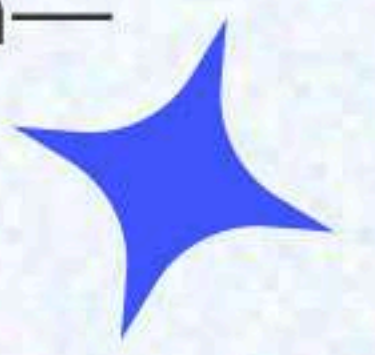
EZO Service Desk Connect integrates EZO AssetSonar with Zendesk to power modern Employee Service Management (ESM) across the entire asset and employee lifecycle. From service requests to onboarding and offboarding, EZO Service Desk Connect delivers faster, more accurate, and scalable internal service experiences—all from within Zendesk.



For Employees: Self-Service That Works Empower employees to request what they need—without confusion.

Submit break-fix issues, request software, or order hardware directly from Zendesk Help Center. EZO AssetSonar powers a dynamic, role-based service catalog personalized to each employee's needs, enriched with real-time asset intelligence.

- **Break-Fix Support:** Employees see a list of assigned devices (via EZO AssetSonar) and submit issue tickets with asset context pre-filled.
- **Smarter Requests:** Hardware, software, and access requests are auto-routed with relevant asset/license information—no manual entry needed.



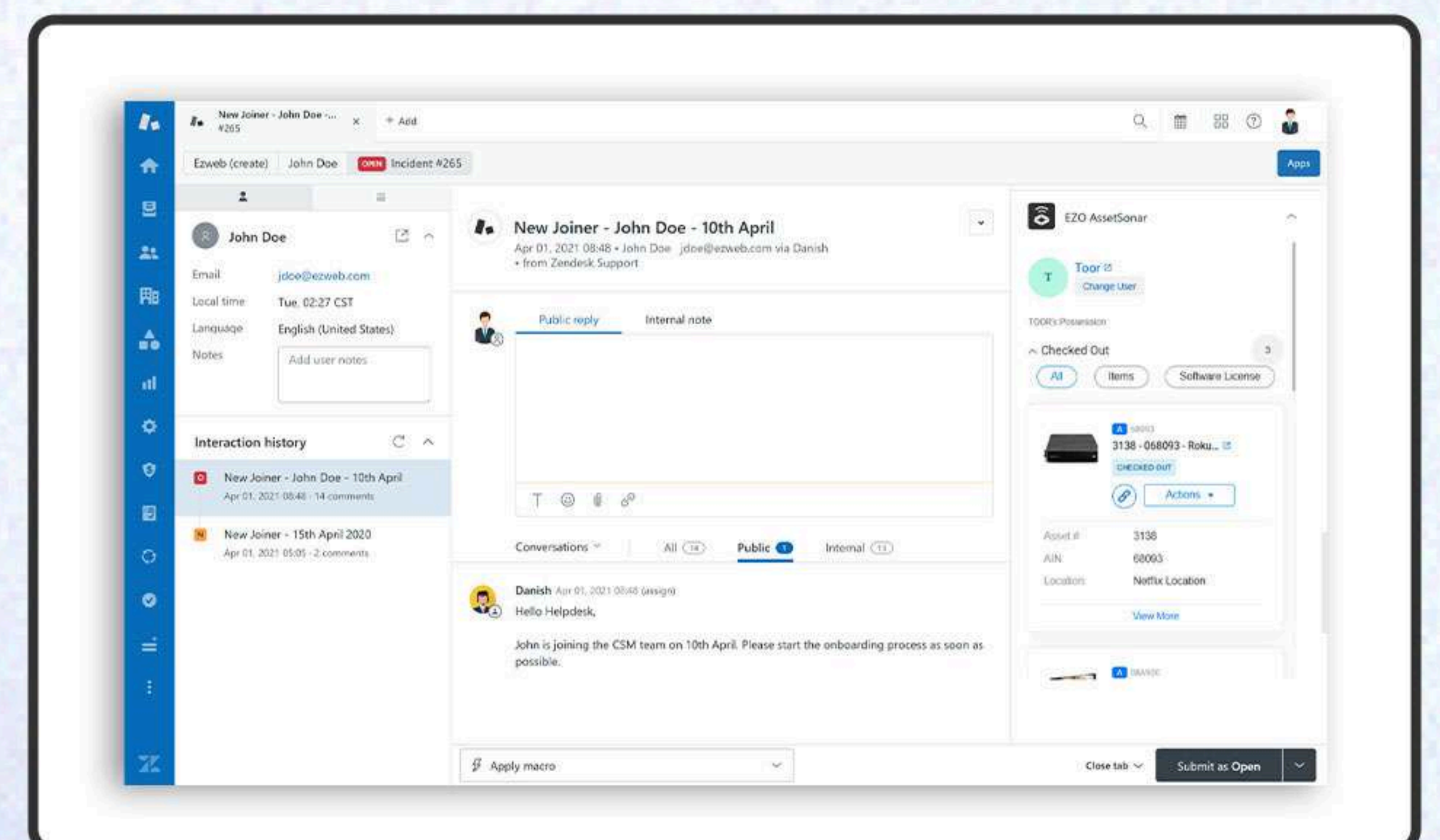
How This Helps:

- Reduces guesswork and delays
- Avoids irrelevant or duplicate requests
- Faster turnaround times with contextual accuracy

For IT Agents: Context-Powered Fulfillment Deliver service without friction or extra steps.

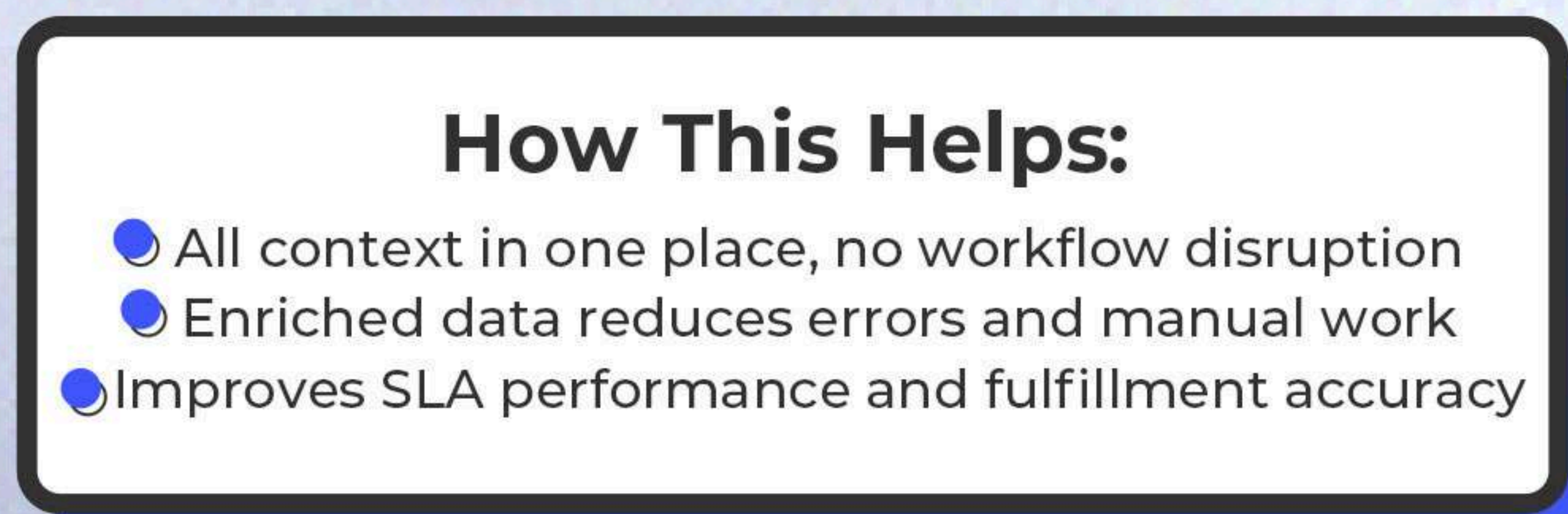
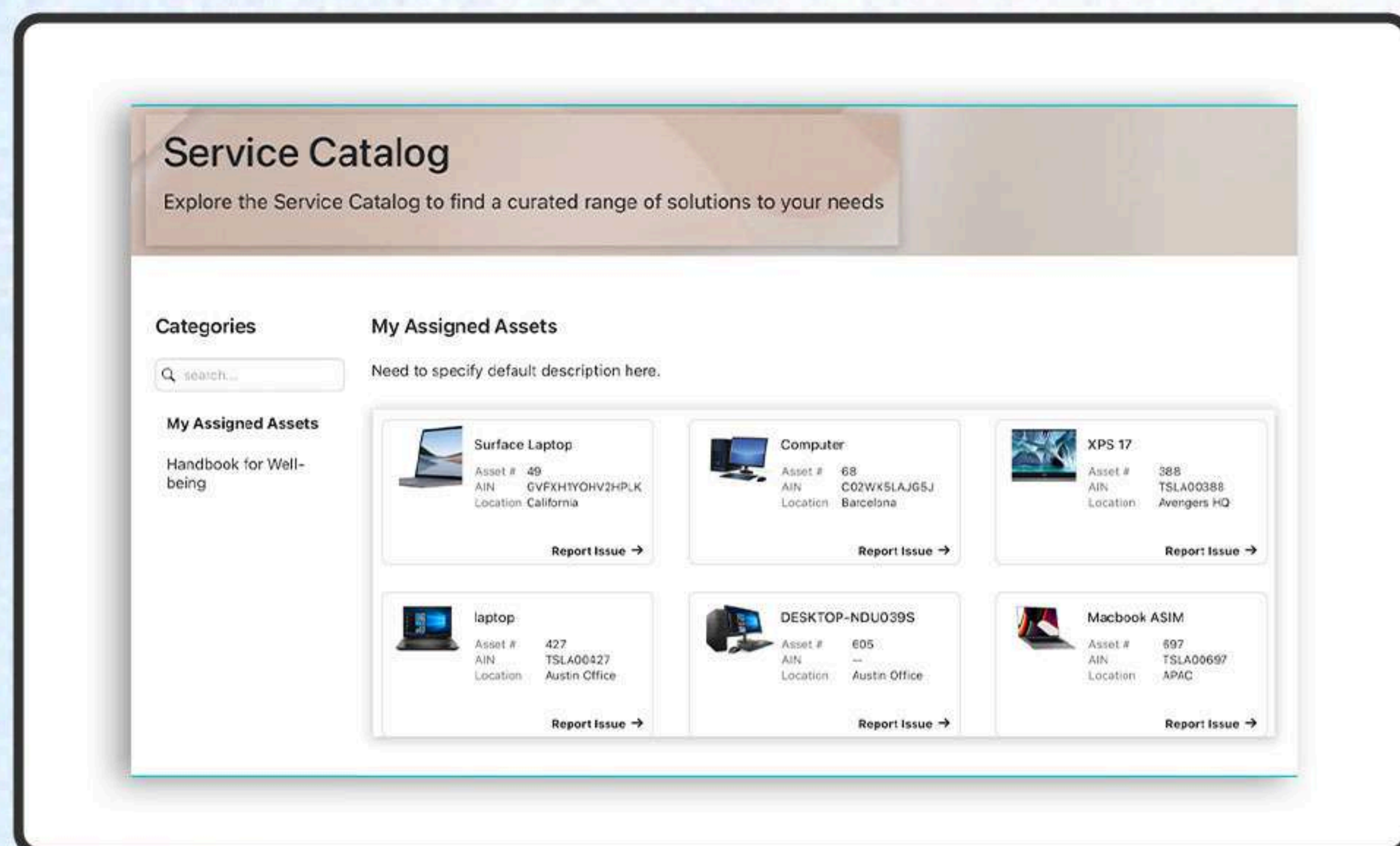
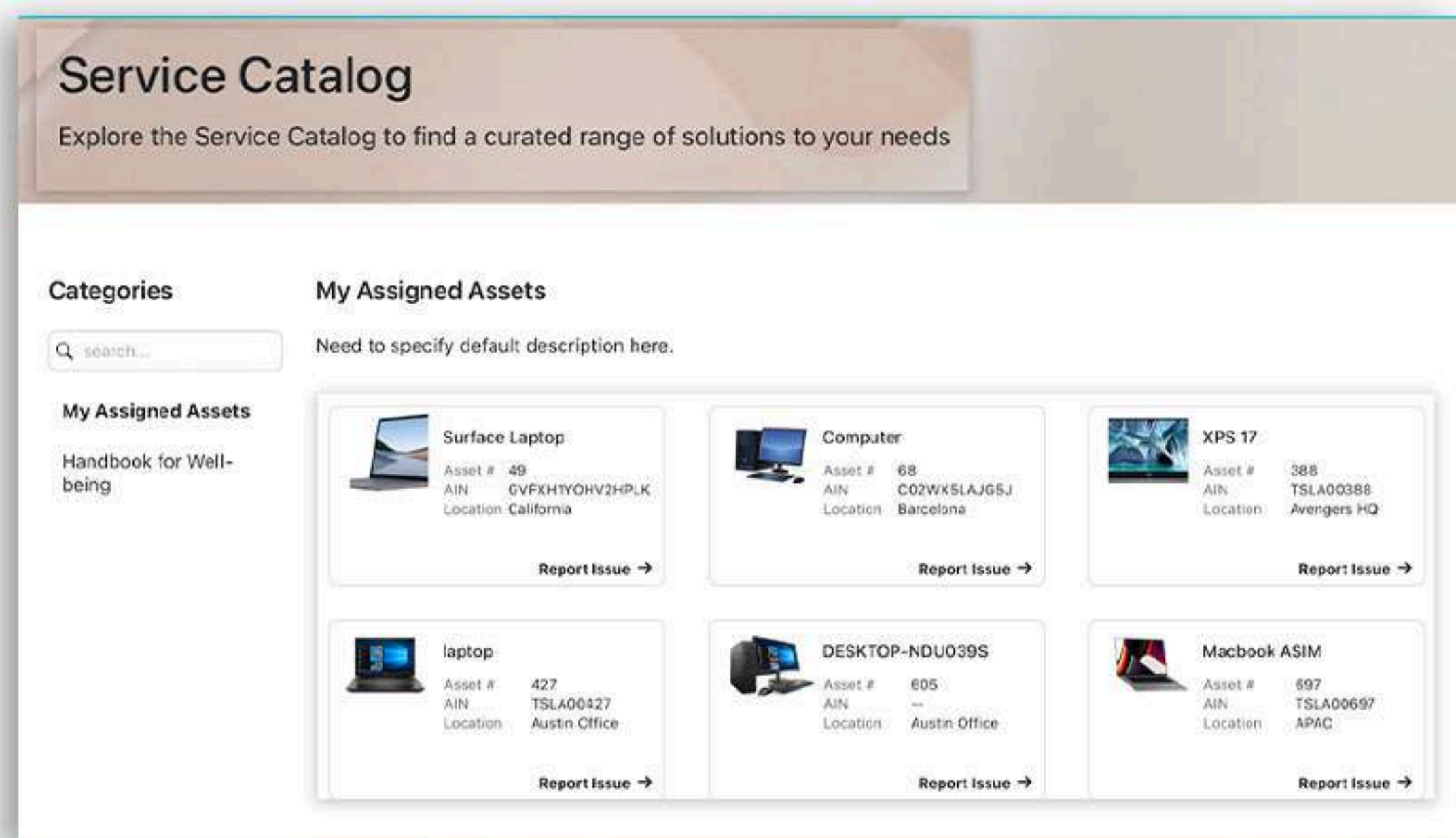
With EZO AssetSonar embedded in the Zendesk Agent Workspace (apps panel), agents instantly access the requester's asset and license profile—enriched with real-time data from discovery tools and integrations.

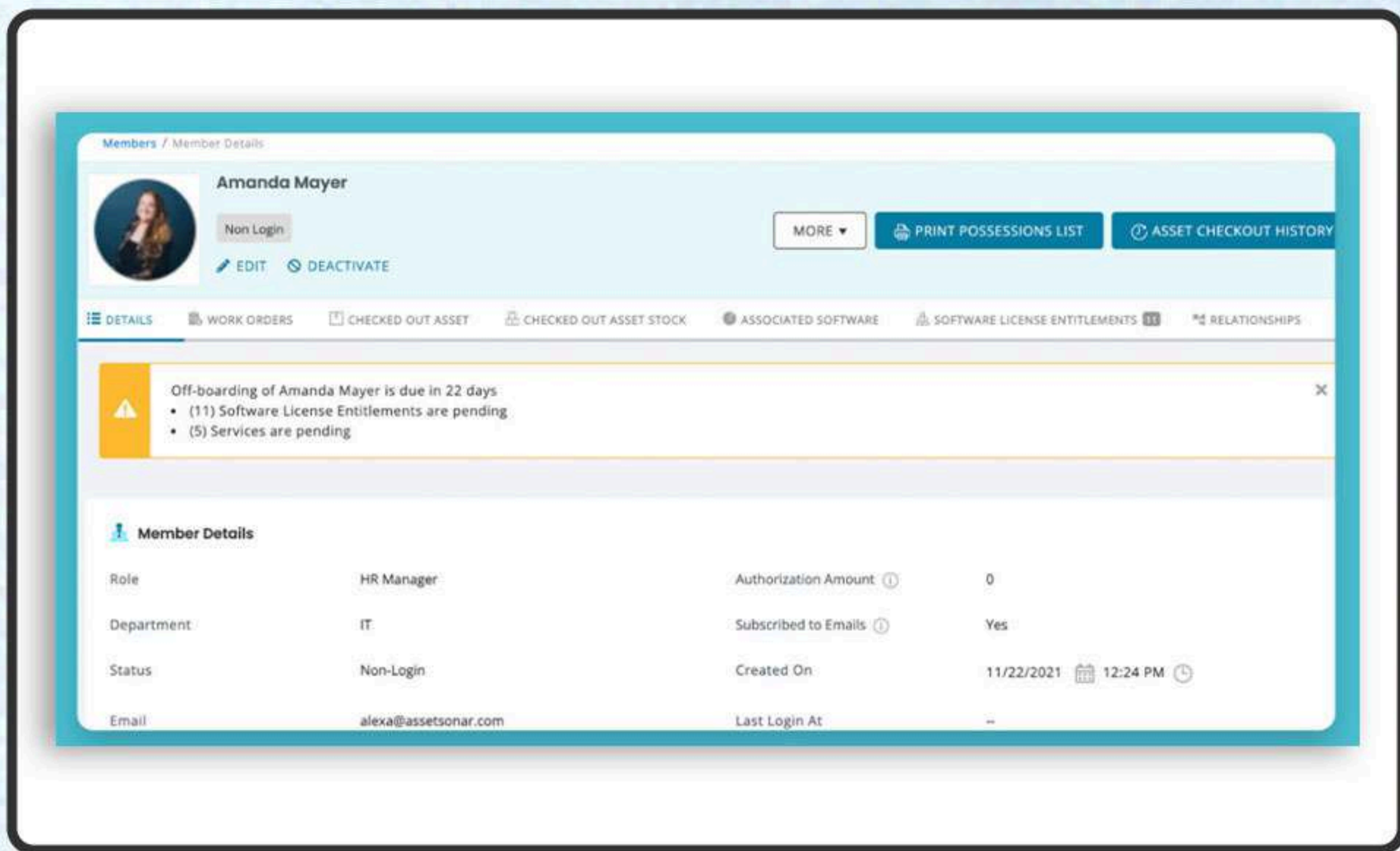
- View all hardware, software, and licenses tied to the requester
- Update asset status (check-in, maintenance, retire) from within Zendesk
- Fulfill software/access requests via Okta, Intune, or Azure integrations
- Use task checklists (parent-child tickets) for structured onboarding/offboarding



How This Helps:

- All context in one place, no workflow disruption
- Enriched data reduces errors and manual work
- Improves SLA performance and fulfillment accuracy





For HR & Ops: Seamless Onboarding & Offboarding Coordinate asset handovers, access rights, and role transitions with ease.

EZO AssetSonar integrates with identity providers (e.g., Okta, Azure AD) to streamline employee lifecycle management inside Zendesk, powered by enriched asset and license intelligence.

- Automatically generate structured task lists for onboarding and offboarding
- Track and retrieve all assigned hardware and software
- Trigger alerts for upcoming employee exits
- Securely reclaim licenses and update asset status for redeployment
- Ensure all device and access revocations are logged and completed to prevent post-exit data access or shadow IT risks

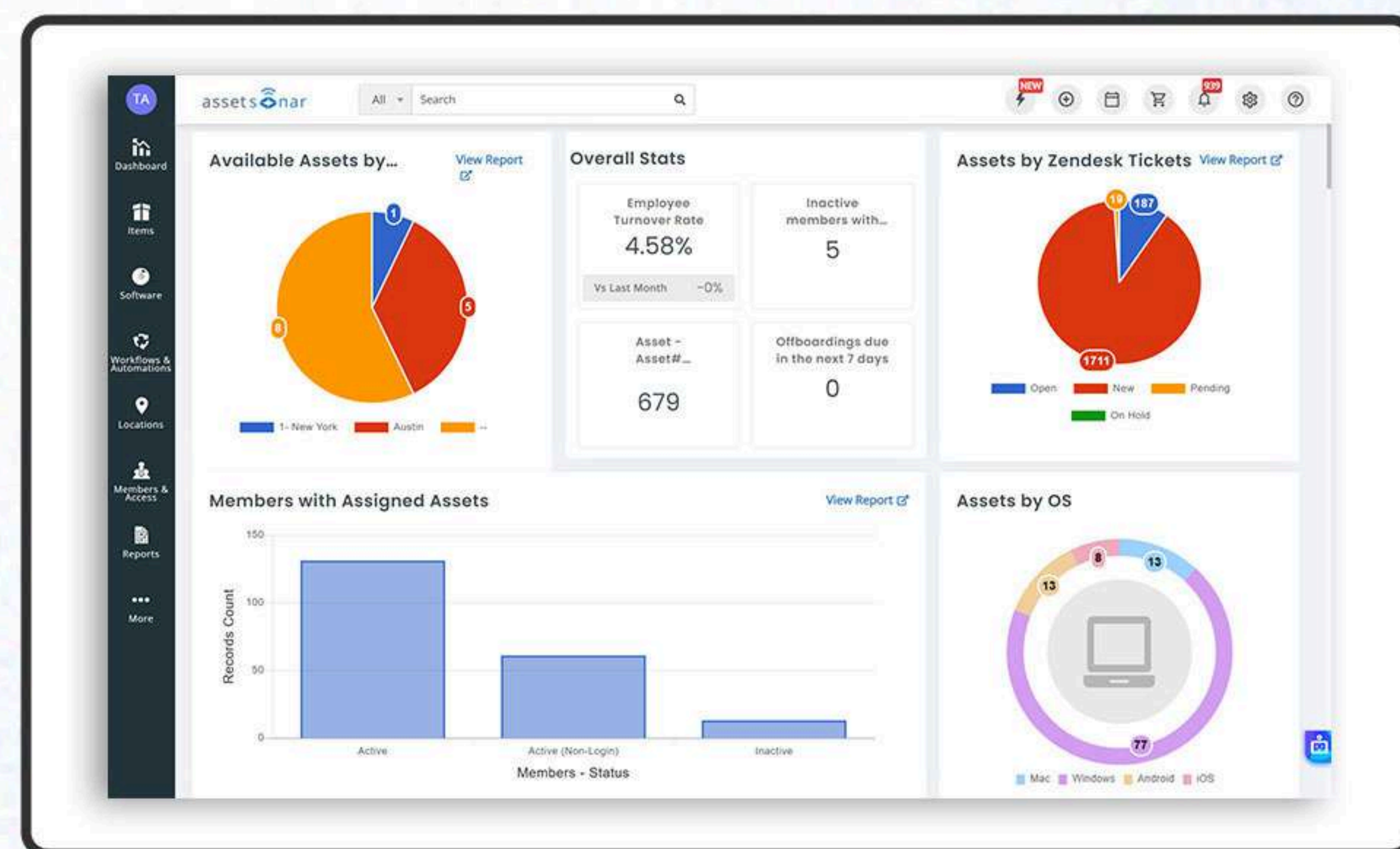
How This Helps:

- Reduces compliance risk and data security gaps
- Formalizes collaboration across IT, HR, and Ops
- Prevents asset loss or delayed access revocation

For IT Teams: Real-Time Reporting & Planning Make data-driven decisions across departments.

EZO AssetSonar centralizes asset and service data, enriching workflows with detailed, actionable intelligence surfaced across IT, HR, and Finance.

- Track underused licenses, end-of-life assets, SLA adherence
- Monitor onboarding/offboarding completion rates
- Analyze hardware/software spend per employee or team
- Schedule automated reports for key stakeholders



How This Helps:

- Reduces compliance risk and data security gaps
- Formalizes collaboration across IT, HR, and Ops
- Prevents asset loss or delayed access revocation

EZO AssetSonar offers innovative asset intelligence and management solutions, trusted by thousands of organizations worldwide.

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