



HR HelpDesk

Automated HR Case Management Software

An innovative, web-based case management and call-tracking solution that empowers employees and streamlines human resources workflow.

LBI Software provides precisely engineered, customer-focused human resources technology solutions developed from more than 30 years of experience in HR.

[Schedule Demo](#)
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Features of HR HelpDesk V7

- **Intuitive, easy-to-use interface**
For employees and HR professionals alike
- **Responsive design for all devices**
Optimized layout on mobile, tablet, desktop
- **Powered by Artificial Intelligence**
Brings documents and knowledge base to life
- **Comprehensive HR analytics**
Manager Dashboard with extensive insights
- **Self-service portal for employees**
Frees up HR staff for more meaningful tasks
- **Ad-Hoc reports on-demand**
To be delivered weekly, monthly or quarterly
- **Application is HIPPA compliant**
Ensure protection of your most sensitive data
- **Intelligent ticket assignment method**
Use machine learning to automate HR workflow

LBI delivers information technology protection for companies of all sizes. Our unique, web-based Human Resources HelpDesk is built on Amazon Web Services (AWS), ensuring the highest-level of security.



PHYSICAL SECURITY

Cloud security is our highest priority. With AWS, we allow customers to scale and innovate, while maintaining a secure environment.



APPLICATION SECURITY

LBI makes use of an automated application vulnerability management tool, as well as a dynamic security testing tool, that test the application against a large array of threats - including SQL injections, cross-site scripting, antiquated third party libraries, in addition to other items found in OWASP (Open Web Application Security Project) top 10. These static and dynamic tests are continuously updated to account for the latest vulnerabilities.



SECURE DATA

Communications involved in the delivery of hosted services are encrypted using today's most current algorithms.



NETWORK SECURITY

Each AWS layer is protected by its own Firewall - on AWS this is known as an Amazon Virtual Private Cloud. This limits the damage from penetrations and/or viruses from either party and ensures the Client that access to their applications by LBI can only come through a secured environment. LBI uses intrusion detection software to monitor the network from malicious activities.



BUSINESS INTERRUPTION

LBI maintains a disaster recovery plan to make sure that your data and services remain available during any type of catastrophic event.



PRODUCT SECURITY FEATURES

Dual Factor Authentication, Single-Sign-On and IP Restrictions.