Enterprise Service Suite @ Work

"At-A-Glance" Features

Core | **Advanced** | **Adaptable**

Key | **Application Interface**

Central Enterprise Console – the central Console gives the user access to all parts of the application from a single point. Simple, intuitive menus allow users to quickly find information from any part of the system.

Administrative users can access multiple configuration consoles to set-up the application, such as ticket categorizations, SLAs, teams and team members, standard reports and metrics, approval processes, archiving, ticket status values and other menu values

Table fields list tasks and tickets assigned to users or teams, and special table field qualifications can easily be set up to display ticket selections based on complex criteria.

Single table fields give consolidated views of all scheduled tasks, work allocated, appointments and reminders

Business Process Templates – set up templates of linked ticket tasks for common business processes, including approvals required, SLAs, resources etc. For example, a process template for setting up a new staff member might include tasks to arrange workspace, order stationery and phones, and an asset request ticket with approvals for a new workstation to be supplied, etc. These tasks can be set up as a standard template to be created as a linked set of tasks when the template is chosen.

Automatic Archiving

Easily configure how long different ticket types and related records should be retained in the main tables before being automatically migrated to archive tables

Define **auto-close days** for each ticket type

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Announcements

Announcements can be used to pass a message to users when they log in to the system, or to send messages to specific groups of users at any time

Tips of the Day

Used to pass on information about new features of best practices to users

Internal and External Contact Records – the various ticket types can be linked to either internal (employee) or external contact records seamlessly.

Define your own **Ticket IDs** – All ticket types use an application-generated Ticket ID so that you can specify whatever prefix and counter to use for each Ticket ID field.

Internationalization – the application has been designed throughout to include and use the locale field on all configuration data so that the application can easily be enhanced to have different language versions running in parallel. All ticket categorizations, team names, menu values, reports etc. are automatically filtered by the Regional setting of the user's workstation or the locale chosen by them. Localized form views and system messages are displayed corresponding to the user's locale.

Built-in Calendar for scheduling appointments and meetings, either stand-alone or linked to tickets. Ability to push appointments to Outlook calendar, Checks for conflicting appointments.

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Company relationships – use company relationship records to link company records together in multiple relationships and levels to model complex company structures. **External** contact records are linked to parent company records.

Reporting Module

Easily define and store reporting criteria and report fields for any Remedy form

Centrally store standard mail merge or Crystal Reports documents for on-demand download to clients

Multiple report output options including ARX, to Excel, Mail merge, Crystal or standard Remedy reports

Application Record Locking – when opening a record in the application, the system checks if another user is viewing it in order to prevent multiple users trying to update the same record simultaneously. If a record is locked, the user is offered the opportunity to open the record in read-only mode or to be notified later when the locked record is released.

Login and Usage History – the application creates records of when users log in and out of the application, the type of Remedy license and the client patch level they are using allowing you to decide which users should be allocated fixed or floating licenses and which workstations need the Remedy clients updating.

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Built-in web Metrics Reporting – easily create HTML graph reports of numbers of tickets opened and closed, SLA compliance statistics, times to fix and trends over multiple intervals such as daily, weekly or monthly.

User Application Preferences – allow users to set their own preferences for notification method, how to open records (dialog or normal mode), default language and currency.

Allow users to change their own password

Allow users to redirect their notifications to another user if they will be out of the office for a period.

Personal Work Lists – easily create personal lists of contacts to organize your work or for use in mail merge or bulk-email operations

Customer Console – separate console for customer access to allow them to search the knowledgebase, view their open ticket status or create new requests. Also gives access to any surveys waiting for response.

Data-defined status values for ticket types, with control of what status transitions are allowed – easily add or modify ticket status values or select which status values will be tracked in a status history form. Also data-driven status values for asset records.

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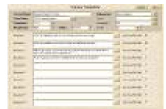
Built-in User Surveys – define multiple survey **templates** to automatically generate surveys when tickets are completed. Define which customers should receive surveys, the survey frequency and where responses should be directed.



Telephone numbers – the system contains a look-up of US area telephone codes and can be configured to automatically format US telephone numbers and SSAN numbers

Workgroups – workgroups can be set up and used to segment the data in the system allowing separate support divisions to use the application in parallel, sharing some data whilst having other data only relevant to their support group.

Workgroups can be set up corresponding to customer organizations or employee divisions or locations or any other criteria.

All contact records, tickets, asset records, categorizations, service level agreements etc. can be associated with particular workgroups or marked as common across all workgroups

Application users are able to select which workgroup they belong to, and all data they see is then filtered to show only information relevant to their workgroup – tickets, contacts, assets, categorizations, etc.

Row Level Access Control – as a further method of securely segmenting the data, the system is also designed to easily enable row level access control on data, so that for example, different ticket types could have different access control, groups, or different groupings of customers could be linked to different access groups.

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Multi-Currency Support – all currency fields throughout the application use the new currency type field allowing multiple currencies to be used and providing currency conversion lookups on each field.

Key Support Console

Easily link multiple callers to a single ticket, each one being sent notifications when the ticket is resolved

Easily create support request tickets for incidents

Classify tickets as Incidents, Problems or Hot Issues

Link tickets to multiple assets, users or processes affected

Create linked time records to record staff resources used

Customer Support Contracts – set up support contract records linked to customers to control which SLAs will be used on a per-customer basis.

Key Change Management Console

Centralized management console

Change Requirements and Change Task Tickets

Ability to schedule and allocate complex change requirements and tasks

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"At-A-Glance" Features

	Core	Advanced	Adaptable
Pre-define linked requirements, constituent tasks and approvals to create a template for a business process			
Link requirements and tasks in grandparent-parent-child relationships in multiple levels			
Store business case information, plan staff time allocated and budget costs			
Apply service level agreements to individual tasks and requirements to ensure timely reminders and completion			
Link change requirements and tasks to assets affected			
Record staff time and actual costs associated with tickets			
Roll-up costs from child tasks to parent tickets			

Key	Asset Management	Core	Advanced	Adaptable
	Centralized management console			
	Standardized asset templates allow defining assets, components, software and guide costs 			
	Easily **create a new asset record in a single click** from a predefined template, including all component records and warranty information			

"At-A-Glance" Features

Core Advanced Adaptable

Asset Records

Create a catalog of standard asset templates defining assets, components, software and guide costs.

Easily create a new asset record in a single click from a predefined template, including all component records and warranty information. Amend standard asset details if necessary.

Allow users to create requests for new or loan assets simply by selecting the asset required from the standard asset-type catalog. Automatically initiate the required approval processes for the purchase.

Easily link assets to users, locations or business processes

Usage designation - for tracking loaner assets

Search for assets in storage to match the request, reserve assets for users with dates required.

View asset movements, such as new assets delivered and in storage needing to be delivered to users, or load assets which should be collected back from users.

Attach individual approval process per asset request

Asset Depreciation

Calculate depreciation plans for owned assets based in straight-line, sum or periods digits, or MARCS double declining methods

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Core | Advanced | Adaptable

Reserve asset costs against budget line items, linking purchase orders and invoices received to budgets and cost centers in many-to-many relationships

Asset Purchase Orders

Create Purchase Orders for one or many assets required and manage the purchase process from order to delivery, asset configuration and delivery to the end user.

Reserve asset costs against budget line items, linking purchase orders and invoices received to budgets and cost centers in many-to-many relationships

Apply service level agreement rules to purchase orders with automatic notifications, reminders, etc..

Asset Service and Change History

Asset records contain links to all support and change requests affecting them, including cumulative down-time and number of incidents

Asset Warranties and Support Contracts

Link assets and support contracts and warranties to each other in many-to-many relationships

Notifications sent out when warranties are due to expire

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Core | Advanced | Adaptable

When creating support tickets linked to assets, you are alerted to any existing warranties linked to the asset

Asset Association

Network Topology - easily define and maintain topological links between assets, showing upstream, downstream or peer relationships

Use the **Resource Navigator** to easily move up and down through the linked assets displaying related support issues, change requests and business processes and users affected

Transfer existing relationships for an asset to a new or replacement asset in a single click

Key **Approval Processing (Engine)**

Multi-stage approval processes

Selectively apply <u>SLA</u> rules to approvals

Template driven for easy set-up

Approval process templates allow linking one or multiple approvals to different ticket types

Key **Service Level Agreements (SLA)**

Enforces resolution metrics, monitors progress, and drives escalations and notifications

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	Core	Advanced	Adaptable
Template driven for easy set-up 			
Easily define multiple service level agreement targets for ticket resolution			
Define which events should trigger notifications, and who the notifications should be sent to for each event			
Automatically change ticket urgency, reassign tickets or set to in progress on events			
Define multiple escalations and escalation messages			
Link SLAs to business hours			
Define SLAs for use with ticket types or approvals			
SLA definition may be applied to any ticketing process and includes Approval process			

Key **Integration**

	Core	Advanced	Adaptable
MS Office tools (Excel, Word, Outlook)			
Crystal Reports			

"At-A-Glance" Features

Key	Feature	Core	Advanced	Adaptable
	Optional Integration - Link to External Databases (ARDBC Plug-in)			
	Optional Integration - Microsoft Project – as an optional add-on, the ability to export linked tasks as a project to Microsoft Project, or to import from Microsoft Project			
	Optional Integration - ARS Link to SAP/R3-4			
Key	**Mid-Tier Web Integration**			
	Centralized Web User Interface			
	Enterprise scalability			