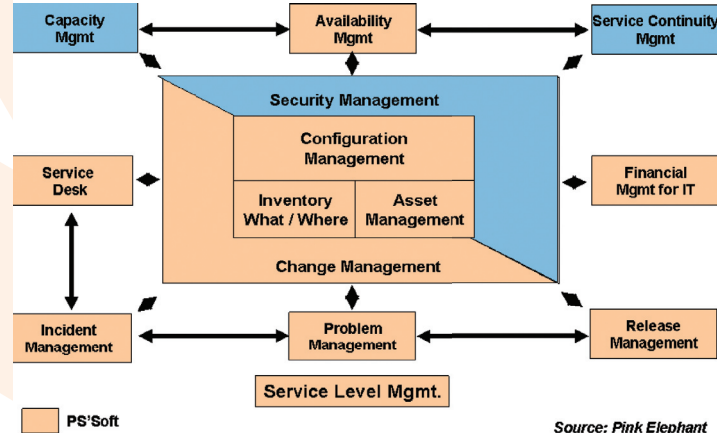


Improve Service Desk Effectiveness

To successfully compete in today's ever changing environment, companies need to ensure that critical systems are available to the business. As the front line of support, the service desk is tasked with quickly resolving and ideally anticipating problems encountered by the business user. At the same time, however, the service desk is under pressure to control costs and staffing levels. These constraints demand a new model for service management—one that both optimizes service desk resources (fewer calls, shorter processing time, end-user self service, etc.) and also provides the tools necessary to rapidly diagnose and resolve issues that threaten critical business services.

PS'Soft Service Desk delivers integrated call, incident, problem and change management based on ITIL standards. It includes a robust knowledgebase as well as powerful self service features that allow users to report incidents, find solutions to their problems, and make requests via the web. Unlike other solutions that have been cobbled together by technology acquisition, the PS'Soft Service Desk solution is built on the same configuration management repository as the PS'Soft Asset Management Suite. Support staff using the PS'Soft Service Desk will have immediate access to asset and configuration information associated with a reported incident—speeding problem resolution time and improving customer satisfaction.



Source: Pink Elephant

Highly Configurable to Your Needs

PS'Soft Service Desk is a web-based solution designed for mid- to large-sized companies, allowing fast deployment and quick time to value. Whether support teams are centralized, deployed on multiple sites, outsourced or international, PS'Soft Service Desk can be configured to the needs of your company—all without programming. For example, users can configure call management rules according to type of incident or equipment, create dashboards according to the needs and expectations of various support teams, and structure notifications and escalation systems according to rules specific to the organization's service level agreements (SLAs).

Efficient Management of Incidents and Problems

PS'Soft Service Desk shares the PS'Soft Asset Management repository, a common working model of the IT environment comprised of assets, configurations, services, and their inter-relationships. The common repository gives support teams all the information they need to solve incidents or problems: management of networks and connections, management of servers and workstations, visibility to interconnection of various elements and their criticality levels, and monitoring of the organization's databases, security parameters and applications. Companies are better equipped to manage the interactions between these systems and assess the impact of incidents on the IT services delivered to the business. The result is far more effective IT service management for higher-quality service at a lower total cost of ownership.

Benefits

- Increase the productivity of support staff and help desk agents
- Improve availability of business-critical applications by speeding problem resolution
- Automate the processes for managing calls, incidents, requests and problems
- Minimize change-related risks
- Track performance against service level agreements
- Offer all users a single point of contact tailored to their individual needs
- Reduce support call durations and volumes
- Identify root causes to eliminate recurring incidents
- Leverage a searchable knowledge base of common solutions, known errors and workarounds

A Single Access Point

PS'Soft Service Desk delivers a dedicated Service Management portal that lets users submit requests or report incidents directly via dedicated web forms, and manage the status of these requests and incidents. Through the portal, users can also search FAQs, known solutions, and workarounds to common issues, thus encouraging user self-sufficiency and reducing call volumes. It also acts as a central communication vehicle for communicating announcements on events impacting IT services (maintenance work, temporary shutdown of a service, training, etc.). Advanced role-based configuration capabilities enable organizations to easily personalize the portal's appearance and content (e.g. based on geography or department).

Self Service Request

Through an optional on-line products and services catalog, PS'Soft enables end-users to request corporate-approved IT hardware, software and services. Once submitted, request processing is automated using standards-based business processes defined according to company policy. This capability provides the best of both worlds: it empowers end-users to quickly obtain the products and services they need; while at the same time eliminating mundane IT staff work that can then be redirected to more critical business activities.

Leverage the PS'Soft Configuration Repository

When a user reports an incident to the support department, PS'Soft Service Desk populates the record with key user information, including an inventory of hardware and software installed on the user's workstation. Through the consolidation of pertinent, detailed and up-to-date asset information, support staff has access to all of the information that they need to solve the problem. This information increases the technicians' chances of identifying trends or problems and enables protective and proactive actions to be deployed. This information sharing greatly reduces the cost of IT support and maintenance services, while boosting the credibility of IT with the company's end users.

Integrated Change Management

Change Management is a key component of the PS'Soft solution. The PS'Soft Business Process Manager (BPM) clearly defines the management rules unique to an organization's own business processes by using multiple tools—for process modeling, execution, supervision, and optimization. BPM can oversee all types of processes including change requests and processing of incidents and problems. User-friendly and easy to access through a web browser, BPM designs, automates and supervises all tracking and management processes related to IT services and assets. Change can be graphically represented as a process flow diagram that presents the key tasks needed to be performed to successfully deploy a change, as well as the links and conditions between each task.

About PS'Soft

PS'Soft is a global provider of business-oriented Asset Management, Service Management and Software License Compliance solutions. With over fifteen years experience and thousands of successful deployments, PS'Soft guides organizations to develop sound asset and service management processes—whether based on ITIL, other industry standards or an organization's unique process requirements. Unlike complex frameworks, PS'Soft's suite of scalable applications is adaptable, provides quick time to value and easily integrates with an existing IT infrastructure. For more information about PS'Soft and its suite of products and services, please visit www.psssoft.com.