

Efecte Edge for IT Service Management

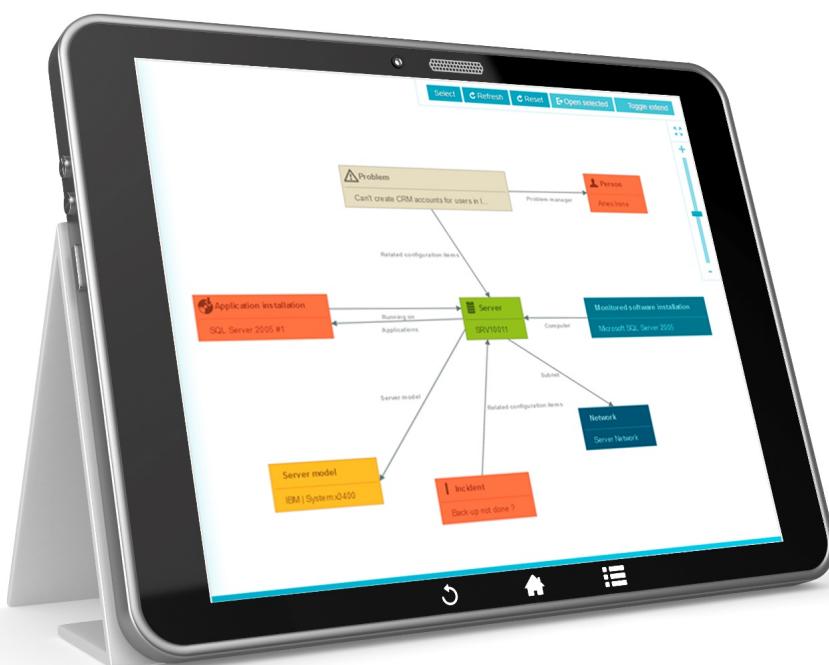
Visualize. Automate. Measure.

Powerful entity model scales up to the most demanding requirements, providing very fine-grained permission management and multi-representation for users. Built-in reporting allows for automated audit reports to be delivered to interested parties at pre-defined times and automated provisioning verifies no dangling user permissions are left behind once user's agreement ends.

Efecte Edge for ITSM is a software solution for agile IT organizations. The solution visualizes services, resources, and processes. As flexible process and resource management platform, the solution digitalizes the IT Service Desk, keeps track of assets such as workstations and licenses in a CMDB, and orchestrates collaboration across different teams. Visualizing data for better analysis, automating routine workflows, and generating online reports reduces the burden on IT professionals for repetitive tasks and re-focuses resources to innovation and progress.

The Efecte Edge for ITSM solution includes

- ✓ State-of-the-art service desk with responsive UI design
- ✓ Configuration Management Database Base (CMDB)
- ✓ Visual Analyzer for relationship and impact analysis
- ✓ Embedded applications and workflows for ITIL processes
- ✓ Multi-language self-service portal
- ✓ Visual Workflow Engine for codeless process design
- ✓ Out-of-the-box automations for Active Directory changes
- ✓ Multi-vendor and contract management for SIAM
- ✓ Online reporting for operational business management



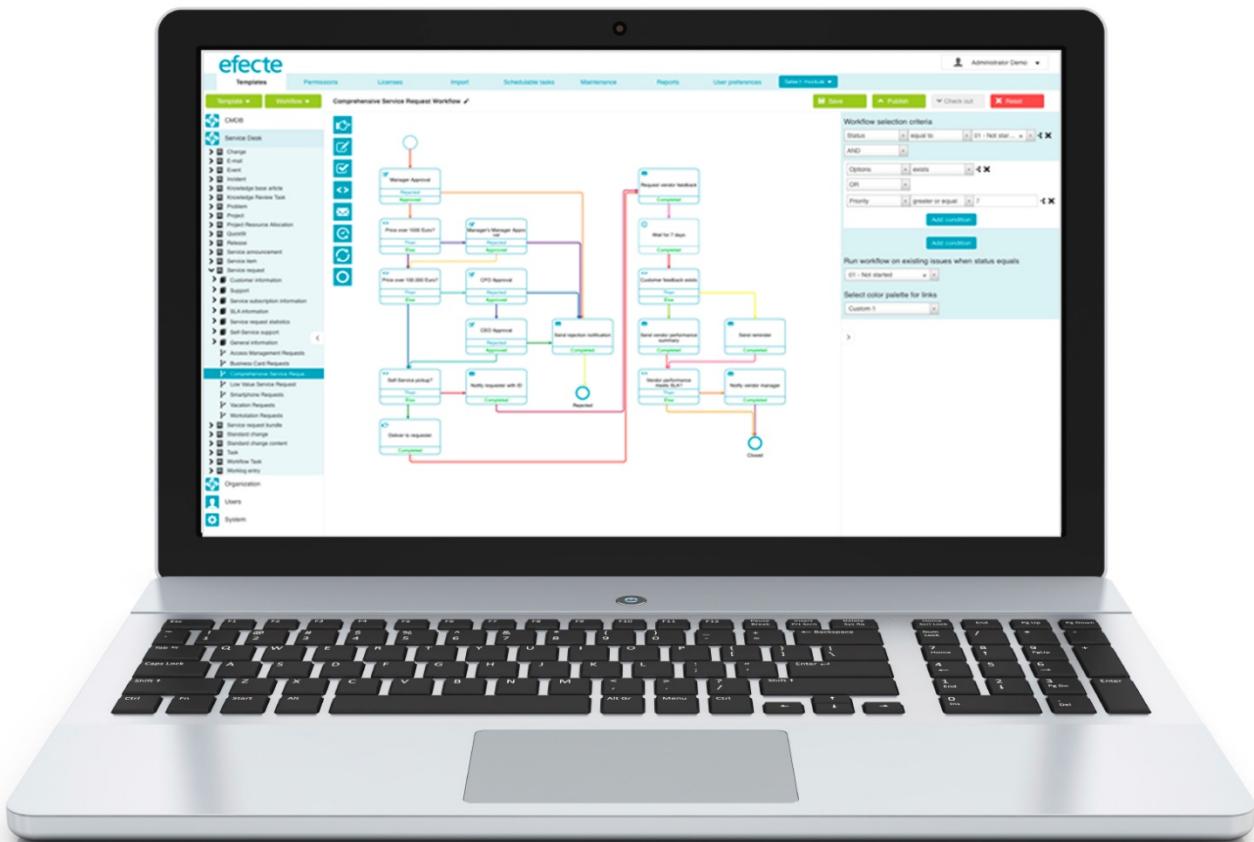
1. Visual Analyzer view of server relationships



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Visualize

ITSM users can visualize the relationship of any data including but not limited to incidents, assets, persons, SLAs and so on. Single point of failures and correlations can be identified easily making service operations faster.



2. Workflow selection configuration of comprehensive service request workflow

Automate

Visual Workflow Automation facilitates agile team collaboration, removes the need for additional business modelling tools, and increases in-house services automation.

Visual Workflow Automation comes with a wide range of automation options ranging from simple manipulation of values to resolving complex conditions representing business policies. No coding skills are necessary to automate ITSM processes. Everything can be done with pre-build workflow nodes and configuring them on the graphical user interface.



Measure

The solution offers comprehensive reporting on all information in the system. The reporting functionality covers both tabular and graphical form. Role-specific reports can be created by means of co-creation. Online reports for KPI can be shared with licensed and non-licensed users to create a common understanding of the businesses performance. Dashboards and personal views allow users to create themselves easy-to-interpret, instant reports.



3. Security Incident Management Dashboard

Service Desk

The service desk is the main touch point for all IT services. The service desk application streamlines service operations through the interconnected incident, knowledge, change, and problem management.

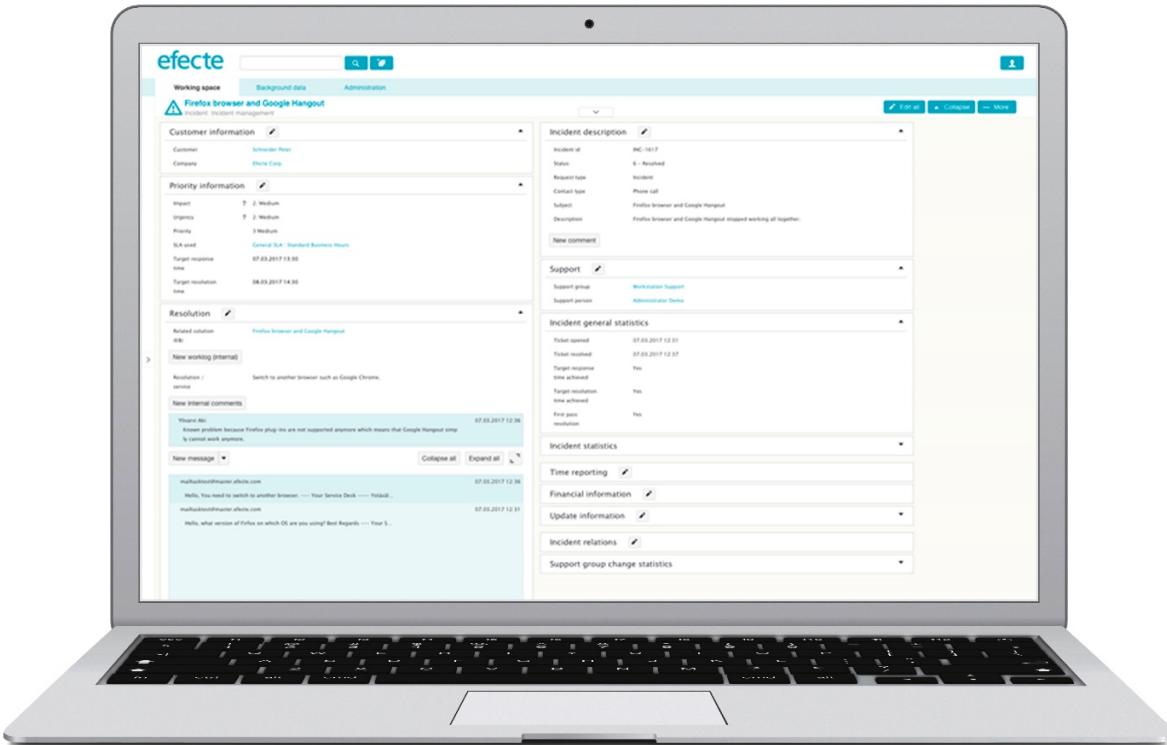
Configuration Management Database (CMDB)

Configuration management is the management and traceability of every aspect of a configuration from beginning to end. Real-time configuration management enables the efficient utilization and localization of enterprise assets. Configuration management and especially the management of relationships between configuration items improve the ability of IT Operations Managers to understand the dependencies and impact of single assets.



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The Configuration Management Database Management (CMDB) application provides a holistic view of the enterprise assets. The flexible nature allows organizations to create their desired templates for asset and configuration management. The self-service portal can pull real-time configurations item information from the Configuration Management Database for concise incident reports and service requests.



Self-Service Portal

The solution includes an easy-to-use, browser-based self-service portal to enable IT self-service. Regardless of the device, end users can keep track of your service requests and problem reports online, in real time and from one place due to the responsive UI design. The portal provides the same experience for all IT services: end users can request support and order supplies, software and access rights – including other company-specific services or products such as business cards, or vacation requests, and follow the progress of the request from a unified user experience. This eliminates all unnecessary emails, calls and messages related to ordering standard services. Requests with most volume or tedious manual steps can be fully automated to deliver better user experience and faster cycle times.





4. Homepage of self-service portal

Users can see at a glance the status of open service requests, make orders for equipment, or help themselves with automated services such as granting access to email lists.

Efecte Self-Service includes complete web shop functionality. Anything from smartphones, through software up to business cards can be ordered through the self-service portal. Approvals can be set and cost-centers assigned for cost tracking.

The self-service portal comes with a facility to have knowledge base and service announcements from the service desk to allow employees to seek information helping themselves in solving issues.

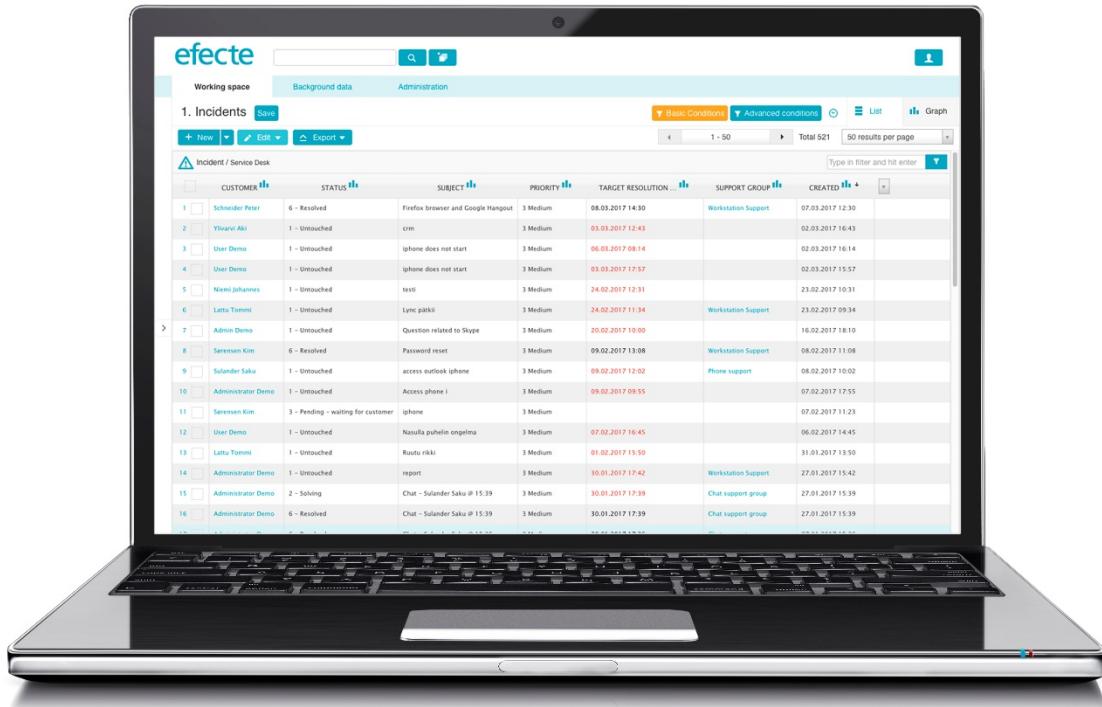
1.1 Incident Management

Efecte Edge for ITSM includes readily configured tools for advanced incident reporting and automation of routine tasks according to complex workflows.

Categories can be used for directing the requests to appropriate support queues or service providers to improve time to solution. Common problems affecting group of people and other general announcements can be shown to the end users to prevent reporting of duplicate issues.

The status of an incident, the service desk person handling the case, and the incident number are always online exchanged between the service desk and the self-service portal allowing end users to see in when their problem is likely to be resolved. In addition, end users can make comments on an open incident, find out how the problem was resolved, and cancel an incident report, which has become irrelevant on the self-service portal.





The benefit of managing incidents is the ease of customization of the data and the workflow of incidents according to the needs of the organization reducing the total cost of ownership over the lifetime of the product.

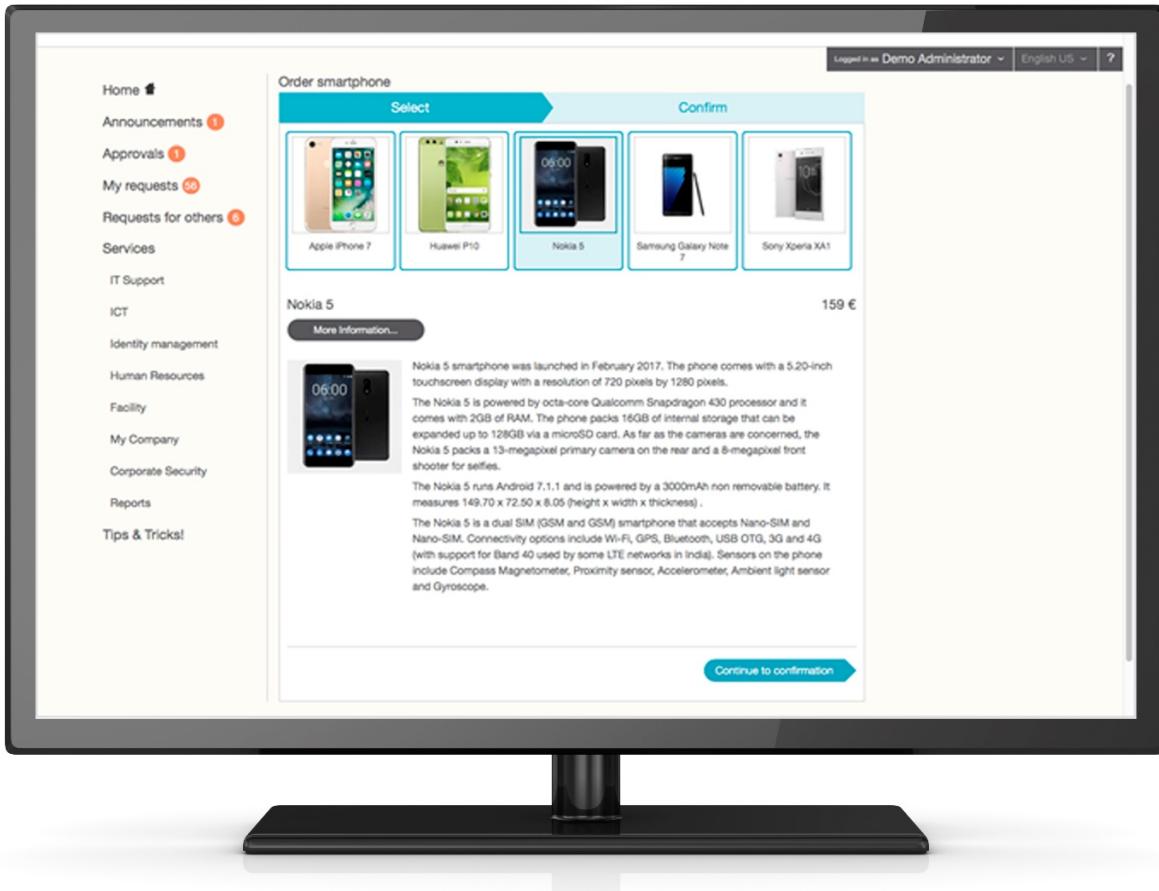
1.2 Service Requests Fulfillment

The solution delivers a flexible request fulfilment application including an easy-to-use self-service portal to initiate and track requests.

Superiors can be included in the service request process as approvers. Once a service request is pending approval an email notification can be sent to the manager who can decide whether to approve the request or reject it. Approvals can be delegated to other users during absences or leaves keeping operations running smoothly.



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5. Smartphone order on self-service portal

1.3 Problem Management

The goal of the Problem Management process is to reduce the number of incidents in IT services and infrastructure, and to provide solid workarounds and solutions for recurring incidents.

There are several tasks performed to achieve this. The proactive aspect of problem management is concerned with identifying sources of new problems before incidents occur. The reactive side is more concerned with resolving significant single incidents or reoccurring incidents. The solutions are documented as known errors in order to be used for similar incidents.



1.4 Event Management

Event Management helps organizations to track the status of assets and services across the enterprise. Typical events are alerts from assets in the infrastructure signaling some kind of malfunction such as lack of capacity or loss of network connectivity. Events may be detected by a configuration item sending a message, or by a management tool.

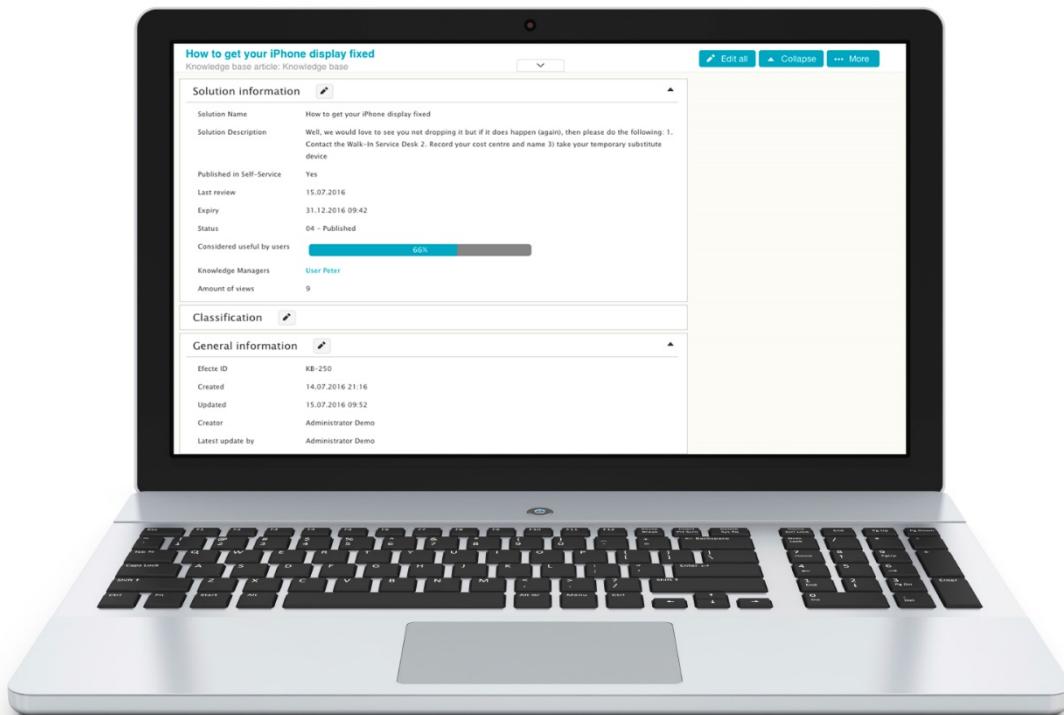
1.5 Release Management

Release Management is the process of managing the planning, building, testing, and deploying of new software or hardware assets. Release managers have the means to plan the rollout of new releases to the enterprise infrastructure linking them Configuration Items, problems, incidents, and/or change management records.

1.6 Knowledge Management

The service desk allows organizations to create, sort, search, and publish knowledgebase articles. Service desk users can use knowledge base articles to find quicker known solutions to frequently occurring incidents. Knowledgebase articles can also be used to manage any knowledge that are worthwhile to store and publish across the organization such as guidelines, strategies, and best practices.

Because the value of each knowledge base article is based on how user's perceive the usefulness and how often users are viewing the information, the solution measures both quantitative as well quality feedback on each knowledge base article allowing Knowledge Managers to identify which topics have the strongest impact and which articles might need an update.



1.7 Change Management

Change management aims to ensure that standardized methods and procedures are used for efficient handling of all changes in the enterprise.

The change management application controls the changes done in hardware, software, access rights, and processes used for running your operations. The objective of the change management process is to ensure that changes are recorded and then evaluated, authorized, prioritized, planned, tested, implemented, documented, and reviewed in a controlled manner.

Key functionalities:

- ✓ Record all changes in single place
- ✓ Create an implementation plan of a change
- ✓ Give work and cost estimates of a change
- ✓ Split implementation of a change to tasks, each of which can be assigned to a single person or team
- ✓ Ensure that every change is authorized, based on given plans and estimates
- ✓ Track the progress of change implementation

1.8 Service Level Management

Service level management is the process of ensuring the quality and availability of enterprise services according to service level agreements (SLA).

Service-level management provides means for continual identification, monitoring and review of the levels of IT services. Service-level management ensures that arrangements are in place with internal support-providers and external suppliers. The process involves assessing the impact of change on service quality and SLAs.

1.9 Vendor Management

Efecte Edge for IT solution combines a future-proof, SIAM-ready implementation for vendor performance, contract, and service level management.

Key functionalities:

- ✓ Single point of record for all vendors and suppliers
- ✓ Pre-integrated license and contract management
- ✓ Vendor performance rating based on end user feedback
- ✓ Vendor performance management for service level agreements

1.10 Contract Management

Contract Management is an application for storing and managing your agreements and contracts with external parties. With this application, you have all your contracts electronically saved in one central location. The contractual information you need is no longer behind one person, but accessible regardless of time and place. The Contract Management application allows you to access the relevant contractual information and makes sure you will act on time on renewing or expiring agreements.



1.11 Financial Management Support

Finance Management helps organization to control, allocate, and improve cost efficiency of enterprise services. The Finance Management application keeps track of costs per asset, service and/or vendor. Flexible dashboards help to monitor cost development in real-time. Per business unit allocation enables shared services across the organization.

1.12 Software Asset Management

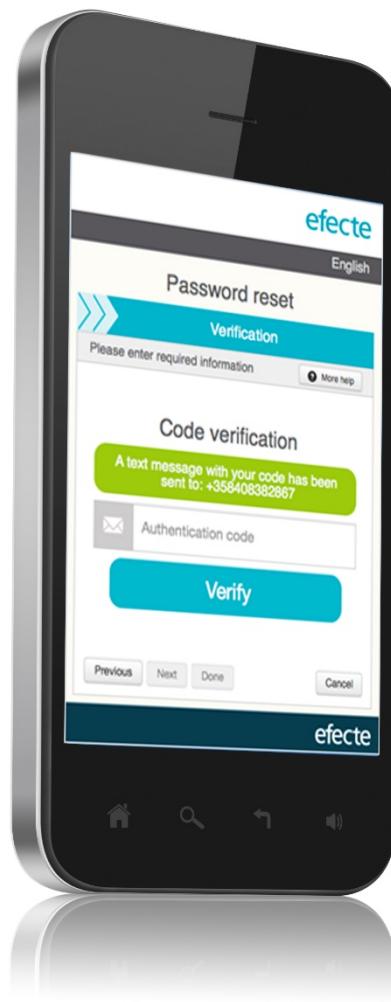
Software Asset Management is the practice of integrating people, processes, and technology to allow software licenses and usage to be systematically tracked, evaluated, and managed. The Software Asset Management application centralizes installed software information and matches it against existing license contracts. The application helps to rationalize software investments, prevents over-purchasing, minimizes license compliance issues, and enables software reuse.

1.13 Active Directory Automation

Efecte Edge for ITSM solution reduces the workload of a service desks dramatically by automating routine Active Directory tasks such as managing AD distribution and security groups.

The password-reset feature allows organization to automate the reset of a password for online services in the Microsoft AD. The feature removes all manual steps of password reset in the IT service desk and implements a secure way to reset a password in the AD.

Active Directory Automation can also manage security groups in Microsoft AD for software distribution to various device end points



6. Password reset dialog



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information!

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