

ASG-PS'Soft IT Service Management *Next Generation*

To successfully compete in today's ever changing environment, companies need to ensure that critical systems are available to the enterprise. As the front line of support, the service desk is tasked with quickly resolving, and ideally anticipating, problems encountered by the business users. 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 help, etc.) and also provides the tools necessary to rapidly diagnose and resolve issues that threaten critical business services.

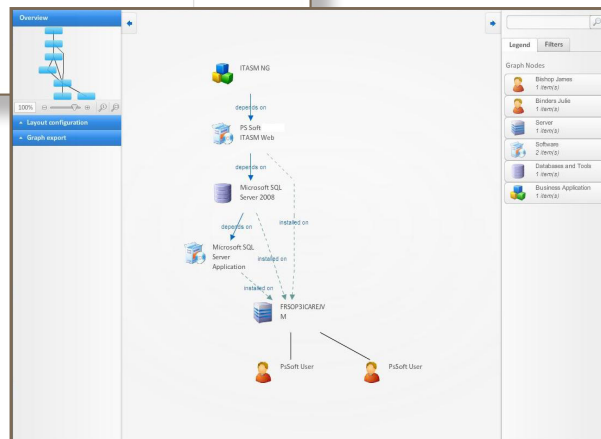
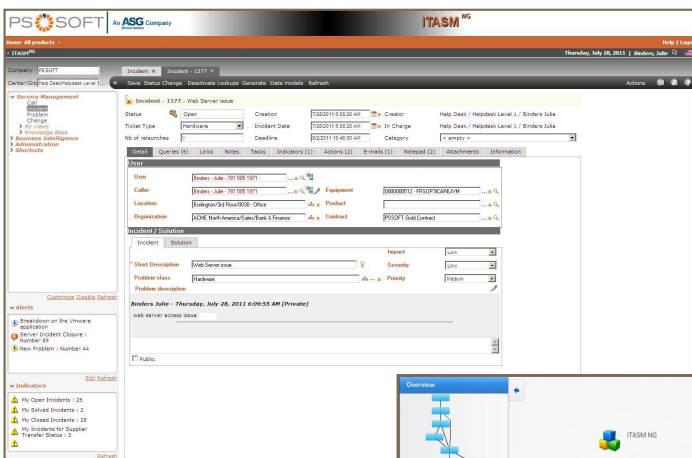
ASG-PS'Soft IT Service Management *Next Generation* delivers integrated call, incident, problem, and change management based on ITIL® standards. It includes a robust knowledge base, as well as powerful self-help features that allow users to report incidents, find solutions to their problems, and make requests via the web. Unlike other solutions that have been cobbled together by technology acquisition, the ASG-PS'Soft IT Service Management *Next Generation* solution is built on the same configuration management repository as ASG-PS'Soft IT Asset Management. Support staff using the ASG-PS'Soft ITSM^{NG} will have immediate access to asset and configuration information associated with a reported incident – reducing problem resolution time and improving customer satisfaction.

FOR SERVICE DESK EFFICIENCY THROUGH INTEGRATED ASSET MANAGEMENT

Benefits

- ✦ Automates the processes for managing calls, incidents, requests and problems
- ✦ Offers all users a single point of contact tailored to their individual needs
- ✦ Increases the productivity of support staff and help desk agents
- ✦ Reduces support call durations and volumes
- ✦ Identifies root causes to eliminate recurring incidents
- ✦ Improves availability of business-critical applications by speeding problem resolution
- ✦ Minimizes change-related risks
- ✦ Tracks performance against service level agreements
- ✦ Leverages a searchable knowledge base of common solutions, known errors and workarounds

Fast Reporting, Tracking and Resolution of Incidents



Fully Integrated with ASG-Discovery and Dependency Mapping (ASG-DDM)™

ASG-PS'Soft IT Service Management *Next Generation*

Highly Configurable to Your Needs

ASG-PS'Soft ITSM^{NG} 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, ASG-PS'Soft ITSM^{NG} can be configured to the needs of your company – all without programming.

A Single Point of Access

ASG-PS'Soft ITSM^{NG} delivers a dedicated Service Management Portal that lets users report incidents and submit requests directly via dedicated web forms, and manage the status of these incidents. Through the portal, users can also search FAQs, known solutions, and workarounds to common issues. It also acts as a central communication vehicle for communicating announcements on events impacting IT services.

Rapid Entry, Processing & Resolution of Incidents

ASG-PS'Soft ITSM^{NG} manages incidents proactively, using built-in functions for entry, handling, and swift resolution. To meet single point of contact requirements, ASG-PS'Soft ITSM^{NG} offers a choice of channels for reporting incidents: the portal, e-mail, event-triggered automatic alerts, telephone, and the CTI interface. The Service Desk is available on a 24/7 basis, in the user's language. Native integration with the ASG-PS'Soft IT Asset Management solution makes it possible to very quickly identify the assets affected, obtain full information, and view the event log. With the most relevant, up-to-date information on hand, the operator is equipped to take remedial action or make any necessary changes.

Increase System Availability and Quality of Service

Analyzing trends and proactively identifying the causes of incidents minimizes the impact of recurrent failures. ASG-PS'Soft ITSM^{NG}'s dashboards and KPIs provide rapid access to similar incidents for a given type of device or application. The operator can also flag an incident as a "potential problem" when it is entered, for subsequent analysis. Each problem is tracked from end to end, prioritized, and managed using dedicated processes. Transparent integration with the incident management facility makes it possible to link several incidents to one and the same problem and finalize them as a cluster. When a problem is resolved, the knowledge base can be automatically updated so as to capitalize on team's know-how and business expertise. Functions that analyze and track the time spent and the associated costs let you measure actual expenses and the costs inherent in problem management within your organization.

Increase System Availability and Quality of Service

ASG-PS'Soft ITSM^{NG} enables end-users to request corporate-approved IT hardware, software and services through an optional online service catalog. 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 assets and services they need; while at the same time eliminating mundane IT staff work that can then be redirected to more critical business activities.

Integrated Change Management

ASG-PS'Soft ITSM^{NG} helps you to standardize your change management process with approval policies, prioritization process and impact analysis capabilities. This standardization limits disruption and reduces the risks due to changes. ASG-PS'Soft Change Management includes a unique, highly intuitive graphical business process interface for modeling and connecting best practices and customized processes. The business process technology integrates a powerful set of API capabilities to connect and control external applications such as ERP, Procurement Systems, Network System Management tools, discovery tools and more.

Supports International Coverage

ITSM^{NG} provides support for international environments, multi-site, and multi-currency, and can be localized to support several languages, including local regionally-tailored catalogs and pricing.

Flexibility: On-Premise or SaaS

ITSM^{NG} is available either on-premise or on-demand, delivering real flexibility in the deployment mode. Customers can either acquire a solution hosted on-premise in perpetual license mode (CapEx), or the SaaS solution hosted and managed by ASG as a subscription-based model (OpEx). We also enable you to seamlessly shift between SaaS and on-premise at any time.



ASG provides a full range of practical software solutions that help IT organizations lower costs, save time, and make proactive decisions that drive business success. Best known for its broad portfolio of best-value, results-driven technologies, ASG partners with 85 percent of the world's largest companies to optimize IT service delivery in both mainframe and distributed environments. Founded in 1986, ASG is a privately held global company based in Naples, Florida, with more than 65 offices worldwide.

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