

# ASG-PS'Soft Service Catalog & Request Management

One of the missions of IT departments is to ensure that end users have the hardware, software, applications, supplies, and services they need to do their jobs. To do so, service requests must be processed as quickly and efficiently as possible, in accordance with company policy. Traditional ordering approaches, such as email or phone calls to the Service Desk, are prone to error. Manual order processing is hard to orchestrate, susceptible to delay, and often results in user dissatisfaction and higher costs.

ASG-PS'Soft Service Catalog & Request Management is perfectly adapted to the "employee-centric IT" strategy that many IT departments are implementing. ASG-PS'Soft Service Catalog & Request Management provides the best of both worlds: it empowers end-users to quickly obtain the assets and services they need, while at the same time allowing IT to eliminate mundane staff work that can then be redirected towards more critical business issues.

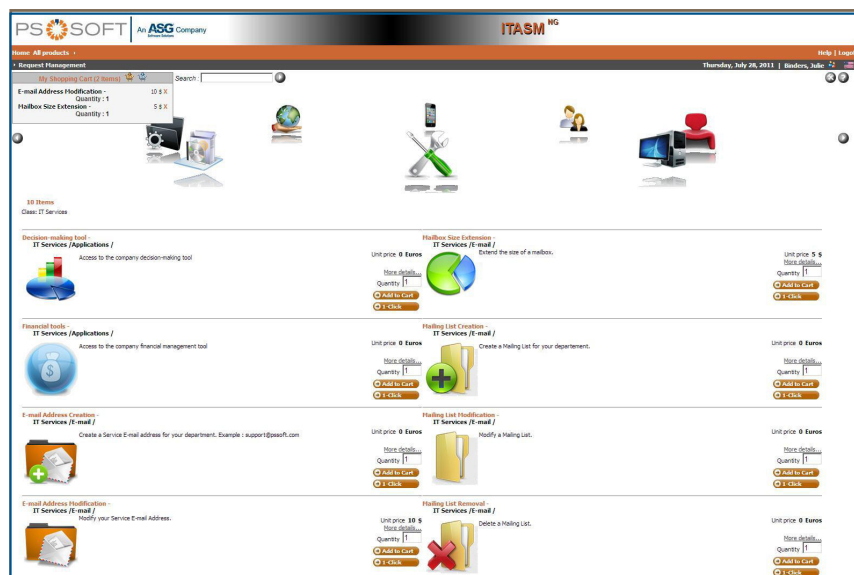
## Enables ITIL 3.1 Request Fulfillment

ASG-PS'Soft Service Catalog & Request Management is fully aligned with ITIL 3.1. Request fulfillment processes enable end-users to request corporate-approved IT hardware, software, and services from an online catalog. Once submitted, request processing is automated using standards-based business processes defined by the organization, according to company policy. ASG-PS'Soft Service Catalog & Request Management is accessible to all users, at all times, using any browser. With a secure connection, users access the corporate catalog which, like an e-shopping site, presents all the assets and services defined and approved by the IT department. The user-friendliness of the solution allows users to consult, view, and select hardware, software, or services needed easily, without requiring special training.

FOR BUILDING AN EFFECTIVE SERVICE CATALOG

## Benefits

- ✦ Facilitates user access for all service requests
- ✦ Encourages "conscious" buying and reduces costs
- ✦ Avoids unnecessary interactions during the approval process and service delivery
- ✦ Increases agility of business changes
- ✦ Reduces service desk calls by encouraging self service requests
- ✦ Reliable, automated, and centralized control of requests
- ✦ Provides clear information for requestors and operational staff
- ✦ Improves overall customer satisfaction



On-line Service Catalog

# ASG-PS'Soft Service Catalog & Request Management

## User-Friendly and Customized Service Catalog

The catalog is classified according to customizable, company-defined asset and service categories. The catalog allows you to manage multiple asset classes: hardware and software, configurations, business applications, services, consumables, virtual assets, mobile devices, etc. Each item in a catalog comes with a detailed description and a list of customizable attributes that are used to describe the service. A different catalog can be created for each location (country, site, etc.) in order to tailor the system for local use. Suppliers may vary by region, there may be different lead times based on location, or different governmental or local configuration requirements may be required depending on where the product is to be deployed. The user browses through the catalog via hyperlinks, and can run searches on all or part of the catalog using keywords. The approach is user-friendly, intuitive, and suited to the professional environment. An internal cost field is provided for each catalog item and can be associated with each line item of an order. These "activity-based" costs can be accumulated by user, cost center, etc., and used as part of your company's internal charge-back system.

## End-to-End Request Management

Once submitted, all requests can be automatically processed against business rules defined according to your company policies. The business processes are configured and automated through the Business Process Manager engine. The business process can include approval management, verify budgets, check inventory, initiate a purchase order, plan-resource deployment services, and automatically update the IT asset repository once the asset is installed. ASG-PS'Soft Service Catalog & Request Management offers a dynamic management of approval processes depending on the request beneficiary, the site, and the requested elements. This reinforces the usage of company processes, provides flexibility and responsiveness, and increases user efficiency and satisfaction.

## Leverage your Software Distribution Solution and Create a Self Service Portal for your Software Requests

With software request management, you can automatically control the delivery of software using out-of-the-box integration, with common software distribution solutions such as Microsoft® SCCM or SMS. An end-user can request software through the portal he is entitled to utilize. Then, the system is able to control license availability for this software. Afterward, the different configurable approvals interact with the software distribution solution to automatically schedule the software delivery.

## Supports International Coverage

ASG-PS'Soft Service Catalog & Request Management provides support for international environments - multi-site and multi-currency. It can be localized to support several languages, including locally customized catalogs and pricing.

## Flexibility: On-Premise or SaaS

ASG-PS'Soft Service Catalog & Request Management 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.

[www.asg.com](http://www.asg.com)

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