

PS'Soft Request Management

Building an Effective Service Catalog

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 job. To do so, user 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 Help Desk are prone to error. Manual order processing is hard to orchestrate, susceptible to delay, and often results in user dissatisfaction and higher costs.

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

PS'Soft Request Management streamlines the management of user requests. First a catalog of the products and services is established and made available on the web. This on-line catalog is a comprehensive, single source repository that contains all of the IT products and services that an end user might need. Catalog items can range from pre-configured hardware and software (internal or third party) to cell phones, PDA's or supplies. Service items can range from simple, one-step "add, remove or change requests" to complex and detailed multi-level business processes. Catalog viewing can be tailored and adapted to the business roles of each person to simplify and streamline ordering.

Request processing is automated using standards-based business processes defined by the organization according to company policy. By automating these processes, the company ensures that each of the following types of requests will be handled consistently and without delay: validation process, budget check, stock control, order issuing if necessary, maintenance operation scheduling, asset repository update once the installation is complete, etc. This approach ensures real enforcement of the company service policy, improved productivity of IT teams and users, and guarantees greater user satisfaction.

Enables ITIL 3.0 Request Fulfillment

PS'Soft Request Management is fully aligned with ITIL 3.0. Request fulfillment process enables end-users to request corporate approved IT hardware, software and services from an on-line catalog. Once submitted, request processing is automated using standards-based business processes defined by the organization according to company policy. PS'Soft 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.

User-Friendly and Personalized 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, standard workstations, business applications, services, consumables, telecom equipment, etc. Each item in a catalog comes with a detailed description, and a list of customizable attributes that are used to describe the proposed asset or service. A different catalog can be created for each location (country, region, etc.) in order to tailor the system for locale 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.

Benefits

- User-friendly, role-based request submission and tracking
- Facilitate user access for all service requests
- Encourage "conscious" buying and reduce costs
- Avoid unnecessary interactions during the approval process and service delivery
- Increase agility of business changes
- Reduce service desk calls- by encouraging self-service requests
- Reliable, automated and centralized control of requests
- Clear information for requestors and operational staff
- Greater customer satisfaction

Powerful Business Process 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 PS'Soft Business Process Manager. The business process can include approval management, verify budgets, management of product and license inventory, initiate a purchase order if required, plan-resource deployment services, and automatically update the IT asset repository once the asset is installed. PS'Soft 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 control automatically the delivery of software using out of the box integration with common software distribution solution such as Microsoft SCCM or SMS. An end-user can request through the portal the software he is entitled to request. Then, the system is able to control license availability for this software and after different configurable

approvals interact with the software distribution solution to automatically schedule the software delivery.

Supports International Coverage

PS'Soft Request Management provides support for international environments, multi site, multi currency, and can be localized to support several languages including local regionally tailored catalogs and pricing.

End-to-end request management puts the user at the heart of the process

PS'Soft Request Management is a cornerstone of the PS'Soft strategy in user request management and automation, PS'Soft solutions can be fully integrated with your existing information systems including your directory services. The end-to-end management of user requests are based on your company's standardized IT equipment and services, following your business processes. By making company users accountable from the moment they express their needs, and by offering them greater request processing visibility, IT departments put them at the center of advocating for and fulfilling their requirements, making enhanced service quality a reality.



PS'Soft is a global specialist in Asset and Service Management solutions. With over twenty years of experience and thousands of successful deployments, PS'Soft helps organizations develop efficient management processes – whether based on ITIL® or an organization's unique process requirements. Unlike complex frameworks from competitors, PS'Soft solutions can be implemented in less than 30 days, are highly configurable, and easily integrate with other applications in the environment. By delivering a consolidated view of assets and services, PS'Soft's solutions accelerate the transformation to service-driven IT, optimize the economics of assets, ensure compliance, and reduce risk across the enterprise. PS'Soft solutions are installed on nearly 2,000 customer sites worldwide.



PS'Soft SAS was recently acquired by Allen Systems Group (ASG) and is now part of the ASG portfolio of products and services. 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, Fla., with more than 70 offices worldwide. For more information on ASG please visit www.asg.com.

ASG-PS'Soft Europe
121-123 Rue Edouard Vaillant
92300 Levallois-Perret
France
Tel: +33 (0)1 41 27 20 80
Fax: +33 (0) 1 41 27 20 99
email: info@pssoft.com

ASG-PS'Soft United Kingdom
Building 3, Chiswick Park
566 Chiswick High Road
Chiswick - W4 5YA - UK
Tel: +44 (0) 870 351 1850
Fax: +44 (0) 870 734 6081
email: info@pssoft.com

ASG-PS'Soft Global Headquarters
1333 Third Avenue South
Naples, FL USA 34102
Tel: 800.932.5536 (USA Only)
+1 239.435.2200
Fax: 800.325.2555 (USA Only)
+1 239.263.3692
email: info@asg.com