

PS'Soft IT Service Management^{NG}

Service Desk Efficiency through Integrated Asset Management

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, 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.

PS'Soft ITSM^{NG} 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 PS'Soft ITSM^{NG} solution is built on the same configuration management repository as the PS'Soft IT Asset Management (ITAM^{NG}). Support staff using the PS'Soft ITSM^{NG} will have immediate access to asset and configuration information associated with a reported incident – speeding problem resolution time and improving customer satisfaction.

Highly Configurable to Your Needs

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, PS'Soft ITSM^{NG} 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 asset, 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).

A Single Access Point

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 and 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 (maintenance work, temporary shutdown of a service, training, etc.). Advanced role-based configuration capabilities enable organizations to easily personalize the portal's look and feel and content.

Rapid Entry, Processing & Resolution of Incidents

The purpose of incident management is to restore normal operations as quickly as possible in order to minimize service disruption within the organization. The Service Desk plays a vital role in this process.

PS'Soft ITSM^{NG} manages incidents proactively, using built-in functions for entry, handling and swift resolution. To meet single-point-of-contact requirements, 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 PS'Soft ITAM^{NG} 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.

Key features:

- Fast reporting, tracking and resolution of incidents
- Customizable drag-and-drop screens: data displays, required fields, line-of-business screen template, etc.
- Automatic recovery of the user's data and assets
- Impact analysis and automatic ranking
- Data and action traceability
- Efficient escalation and notification system
- Smart allocation rules, with rerouting to the appropriate groups or people
- Integrated team schedule management that checks availability
- Integrated knowledge base access
- Turnkey reports, analyses and performance indicators
- Incident archiving

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

Increase System Availability and Quality of Service

To increase system availability and the quality of service provided, PS'Soft ITSM^{NG} offers a problem and known-error management feature as standard. Analyzing trends and proactively identifying the causes of incidents minimizes the impact of recurrent failures. 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 teams' 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.

Key features:

- Proactive analysis & identification of root causes
- Trend analysis (list of incidents of the same type, affecting the same device, by application, or with similar symptoms)
- Assisted problem tracking and resolution
- Data and action traceability
- Integrated knowledge base access
- Turnkey reports, analyses and performance indicators
- Problem archiving



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.

Self Help Request

Through an optional on-line products and service catalog, PS'soft enables end-users to requests 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 be then redirected to more critical business activities.

Integrated Change Management

PS'Soft Change Management 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.

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.

Key Features:

- Manage and control changes - with several levels of follow-up consoles and a configurable alert and notification system
- Configurable Request For Change forms - enable forms to be perfectly tailored to the user profile & business needs
- Configurable prioritization and approval of changes - enables different levels of approval and prioritization procedures depending on various criteria such as price.

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