FLYER

YOUR SOLUTION FOR THE IT HELP DESK

Cost and quality reasons compel you to provide your customers with support services quickly and reliably within the agreed service levels. However, tickets are solved efficiently and lastingly in incident and problem management only if support processes are backed up by knowledge-based solutions and the causes of problems are identified by targeted analyses and rectified proactively. More and more end users also want to solve their IT questions and problems on their own by self-service. That is where a central, integrated software solution helps you reduce ticket volumes, yet enhance customer satisfaction and establish the IT help desk as a competent single point of contact.

BENEFITS

Valuemation enables you to

control support services efficiently and securely thanks to preconfigured, out-of-the-box ITIL®-based processes

reduce the volume of tickets and service costs sustainably by means of an integrated self-service solution for end users

speed up ticket handling with knowledge-based solution processes in incident and problem management

identify causes of problems quickly and optimize service processes by means of targeted and informative rule-based analysis methods
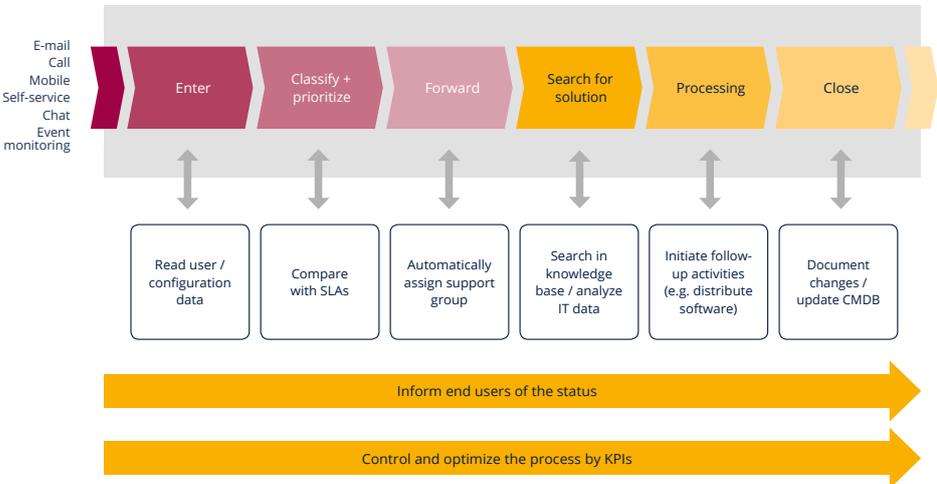
High degree of automation throughout the ticket handling process

Objectives

—— Valuemation helps the IT help desk control and carry out all support activities. While a ticket is handled, everyone involved can see the relevant information, as well as activities that have been or still need to be done, at all times. Integrated solutions, such as the IT knowledge base, and root cause analysis options as well as insightful process KPIs speed up the solution process. Thanks to the integrated self-service application, end users automatically use existing solutions for their queries, meaning the ticket volume is reduced significantly. As a result, you provide efficient support for both the IT help desk and your end users.

The Help Desk – A Single Point of Contact

—— As a functional unit, the help desk is the interface between the IT service organization and the service consumers (end users). With Valuemation, all incidents are reported to and general inquiries or service requests relating to IT products and services are recorded and entered at this single point of contact (SPOC). The IT help desk then handles, answers and resolves them on the basis of the concluded service level agreements. Everyone involved can see the current status, completion of the inquiry or solution to the problem at all times and users are automatically informed of changes to the status.

Self-Service for End Users

—— The integrated self-service solution pools all services and information of an IT service provider for service consumers (end users) in a single channel. Users are guided quickly and easily to the right answer when they have queries on general questions, incidents or service orders. If no solution is found, a ticket can be directly created, a chat started with a member of the support staff or the user can ask to be called back. Intuitive operation ensures high user acceptance. At the same time, the application makes sure that existing solutions in knowledge bases are also actually used. Relevant system data and the solution steps to date are passed on as part of ticket handling. That means the volume of tickets and time needed to handle them are reduced lastingly.

Efficient Entry and Handling of Tickets

—— Valuemation supports the entire ticket handling process. Tickets can be generated automatically – for example by e-mail, SMS or event monitoring – or entered manually. Help desk staff create tickets after being contacted about an incident over the phone or users enter tickets themselves, for example over the intranet/Internet, on mobile devices or using the integrated self-service solution. After being entered, the tickets are classified, prioritized, automatically passed to the responsible agent group in first, second or third level support, handled, tracked and closed. Predefined, ITIL®-based processes ensure standardized processes and rapid throughput times. The integrated Kanban Board means tickets can be handled simply by drag & drop – from when they are received to when they are closed. It also offers an ideal overview of all tickets to be handled, which can be sorted by any desired criteria (date, priority, etc.).

Handling of tickets by drag & drop using the Kanban Board
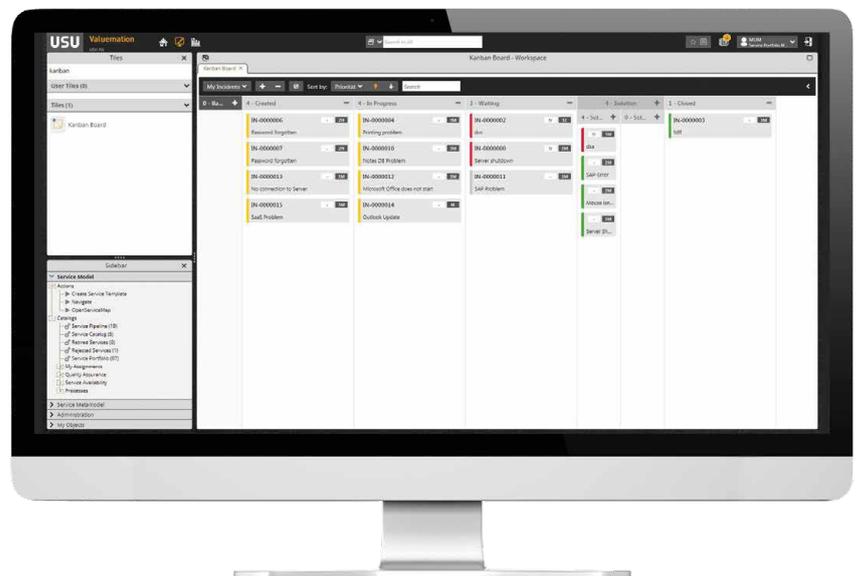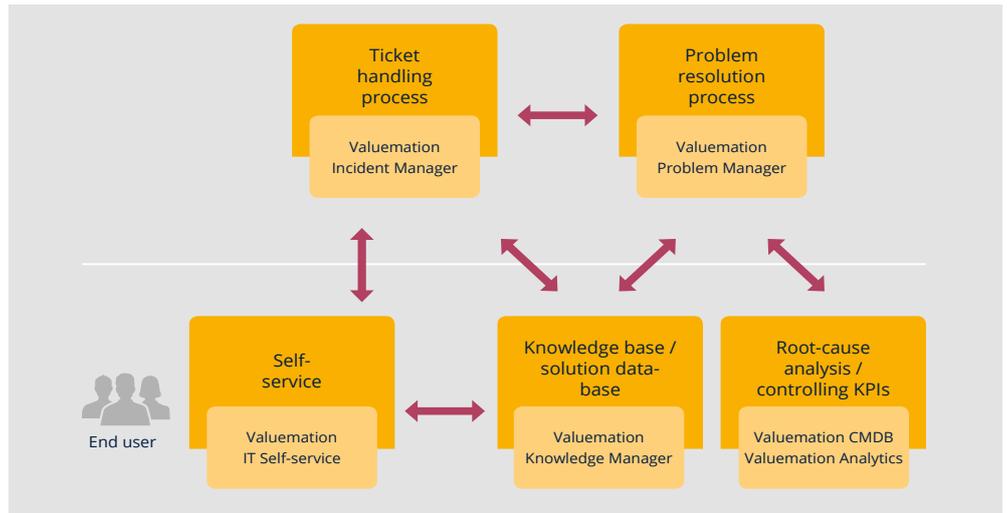
Integrated solutions for the IT help desk and end users

Mobile Handling and Resolution of Tickets

—— The Field Support Manager – an extension to the Valuemation Suite for mobile devices – lets IT service/ support staff handle incidents/tickets directly on their smartphone or tablet. If a ticket is reported by phone or a problem is detected on site, support employees can also create tickets on their own and edit them directly while on the road. The user is guided through the solution process with a question & answer checklist when searching for solutions and in dealing with problems systematically. After a service request (such as shipment and installation of a new PC workstation or the like) has been completed, the ticket can be acknowledged or signed directly on site by the customer.

Knowledge-based Troubleshooting

—— Use of a knowledge base in incident and problem management has a direct impact on the call handling time and ensures a high first call resolution rate. The knowledge base integrated in Valuemation ensures that IT help desk staff can access quality-assured knowledge that is always up-to-date at all times and that this knowledge is available directly in the ticket handling process. Solutions can be attached as document objects to any desired objects in Valuemation (permanently or for a specific period of time), e.g. to all types of ticket, including the associated activities (incidents, service requests, problems, workarounds, RFCs/changes).

Measurement and Optimization of Service Performance

—— The IT help desk handles overarching management, controlling and monitoring tasks. The integrated solution Valuemation Analytics supports IT process owners in monitoring and optimizing ITIL® processes on the basis of KPIs. Intuitive ad-hoc evaluations by self service enable problem areas to be identified and rectified quickly before incidents and queries build up at the service desk. Preconfigured dashboards supply aggregated KPIs to every IT role, thus enabling focused controlling and optimization of service performance. You can thus prove compliance with SLAs, as well as increase quality of service and customer satisfaction.

Preconfigured dashboards with insightful KPIs for every IT role

The Valuemation solution for the IT help desk comprises these integrated modules:

• Incident Manager
• IT Self-Service
• Knowledge Mangager
• Problem Manager
• Service Request Manager
• Field Suppport Manager
• IT Analytics

USU's Valuemation Suite at a Glance

—— Valuemation is a modular, well-integrated suite for efficient support of your operational IT service management. You can soon get your solution up and running thanks to preconfigured, out-of-the-box ITIL®-based processes. If changes are made in future, Valuemation's flexible architecture platform ensures outstanding expandability and scalability and so investment security. You can make adaptations by customizing the solution on your own – without the need for programming or the cost of service work by outside parties. Even complex organizational structures, roles and permissions can be mapped with it quickly and easily. Apart from modules for specific IT service processes, there are overarching Valuemation solutions for these subject areas:

Software, Consulting and Support from a Single Source

—— Your IT systems are replaceable – but not the know-how of your product and solution partner! As a software and consulting firm, we specialize in developing and rolling out solutions that are tailored fully to the specific requirements of IT service management. USU's process model for rolling out ITSM solutions is based on best practices and our many years of experience from more than 500 successful customer projects.

We will be pleased to take responsibility as general contractor for your project – from design of the concept to implementation. We also provide you with competent assistance in continuous functional and technical further development of your solution during operation in the shape of consulting, training and support services.