

# Epicor ITSM Portal

## Self-Service and Field Service Anytime Anywhere

Epicor ITSM Portal empowers both end users – “customers” and IT staff with access to information, answers to questions and service tasks at their convenience. Epicor ITSM Portal, based on leading-edge technology from Microsoft, is a secure Web application that is at once highly adaptable and ready to meet the business requirements of IT organizations. It bolsters Epicor IT Service Management (ITSM) by enabling self service and field service over via a Web browser.

Epicor ITSM Portal leverages Microsoft® SharePoint® products and technologies, which have effectively commoditized portal infrastructure in the marketplace and lowered the associated cost and management overhead. Epicor ITSM Portal adds value by delivering SharePoint compatible Web Parts for both Self-Service and Field Service with seamless integration to Epicor ITSM.

## Empowered End Users Saves You Money and Increases Customer Satisfaction

The Self-Service Portal can dramatically reduce the number of first-level calls made to the service desk, enabling your IT support staff to concentrate on solving more complicated issues, while reducing IT costs. Customers can submit incidents and service requests quickly and easily via available templates, and check up on the status of calls they have already submitted. By publishing your knowledge base on the Web you empower your customers to help themselves to timely information anytime of the day from anywhere in the world.

Whether searching your Web-enabled knowledge base for a solution, placing a call for assistance, viewing the status of one of your open support calls or checking up on call details, your customers remain informed at all times. The result is increased customer satisfaction because customers are not depending on call queues. And if they can't find an answer, they can always submit a form via the Web requesting assistance.

**Support Call**

Criteria

Number:  Status:

Person:  Group:

Organization:  Item:

Open date from:  Open date to:

Summary:

Call type:  All  Incident  Problem  RFC  Service Request

Open/Closed:  All  Open  Closed

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**Search Results**

Call Type	Number	Summary	Status	Item	Due Date	Open Date	Close Date	Person	Group
Incident	31	Not able to print reports	Re-Opened		2/12/2008 2:22 PM	2/6/2008		Alcott, April	Corporate
Incident	36	Employee lost password	Assigned		2/13/2008 11:00 AM	2/6/2008		Alcott, April	Corporate
Incident	37	Not able to install the new client on my desktop	New	Optiplex Desktop	2/7/2008 11:00 AM	2/6/2008		Alcott, April	Corporate
Incident	42	Test alias	New	Optiplex Desktop	2/8/2008 7:04 PM	2/8/2008		Alcott, April	Corporate

## DETAILED FEATURES

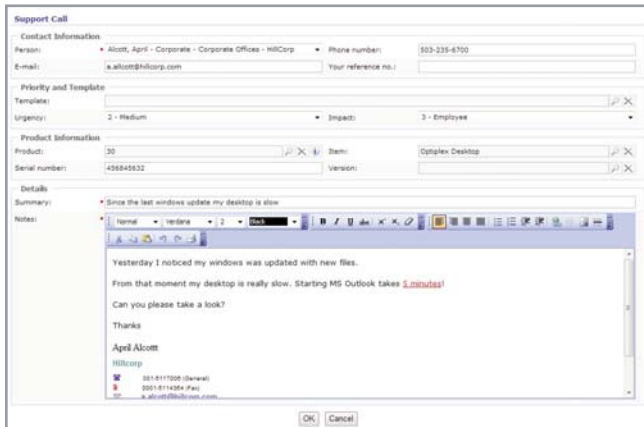
- Microsoft SharePoint Products and Technologies framework
- Secured and integrated login
- Automatic user generation
- Role-based Self-Service
- Field Service
- Searchable knowledge base
- Add support calls based on templates
- Review existing support calls
- Pick up assigned support calls
- View registered products
- View service agreements
- View RMAs
- Integrates with existing Web sites
- Seamless integration with Epicor ITSM

## Easy Access for Service Engineers

Epicor ITSM Portal is not only created to deliver a Self-Service Portal but is also an extension for Epicor ITSM users in the field requiring easy access to the key functions of Epicor ITSM. Via the ITSM Portal IT support staff in the field have easy but secured access to adjust incidents, service request for changes (RFCs), check for new assignments, finalize change advisory board (CAB) judgments and find other essential information.

## Reduced IT Burden Using Standardized Portal Infrastructure

Epicor ITSM leverages Microsoft SharePoint Products and Technologies. With more than 40 million seats of SharePoint Portal Server sold since its release, SharePoint Products and Technologies offer rapid deployment, can be implemented with limited or no support and present a competitive price point – all critical features for midmarket companies. In addition to Microsoft Office™ SharePoint Server (MOSS), Epicor ITSM Portal integrates just as easily with SharePoint Services, which is available from Microsoft as a download for Microsoft Windows® Server 2003™ at no additional cost. This move to a standardized Portal infrastructure allows you to either leverage existing SharePoint technology within your organization or add SharePoint at a very low price.



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Item	Requirement
Processor	Pentium IV-class, 1.4 Ghz (recommended: multi processor)
RAM	1GB (recommended: 4GB)
Video	1024 x 768, High Color 16-bit
Operating system	Windows 2003 Server with latest service packs and updates
Portal system	Microsoft Windows SharePoint Services 3.0 SP1 or Microsoft Office SharePoint Server 2007 with latest service packs and updates
Epicor ITSM	Epicor ITSM version 2008 or later