



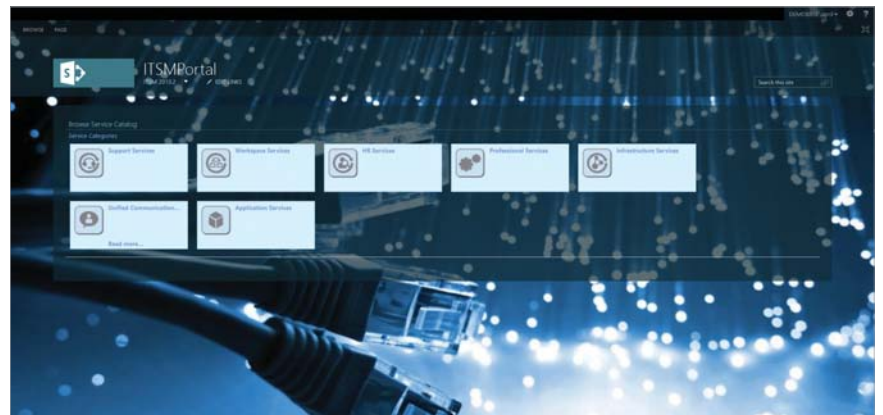
Client-centered Service Management

For mid-tier organization and MSPs

Clientele ITSM delivers a complete ITSM software suite for mid-tier organizations and Managed Service Providers (MSP). Clientele ITSM fits ideally in mid-tier organizations because it provides the features required for this size of companies without the overhead of the tier-one ITSM software suites. Clientele ITSM is also simple to use and easy to integrate. Besides the standard features supporting the ITSM processes, Clientele ITSM also comes with CRM features and centralizes the customer in the middle of all processes. This makes Clientele ITSM an ideal ITSM toolset for MSPs.

Customer facing view of the Service Catalog

The Clientele ITSM Portal provides a customer facing view of the Service Catalog. The Service Catalog lists all IT services available for the user. By a view presented in a "Metro Style" the user can navigate through all relevant information. When the user is consuming certain services, he can search for related knowledge base articles, raise an incident, or request an additional service. When a new request requires approval from the business before being sent to IT, the approver can also use the portal to review and judge the request.



Optimized Service Desk via dashboards, templates, and notifications

The Service Desk can monitor all calls and has a variety of dashboards to view the actual status and verify if the team is performing within the threshold of the defined SLAs and KPIs. Incoming calls like incidents, RFCs and requests can be processed by the service desk. Where possible, templates are used to streamline handling of standard calls. From the service desk, calls can be dispatched to second and third line or to IT operations. To keep track of the progress, notification and escalation triggers can be configured.

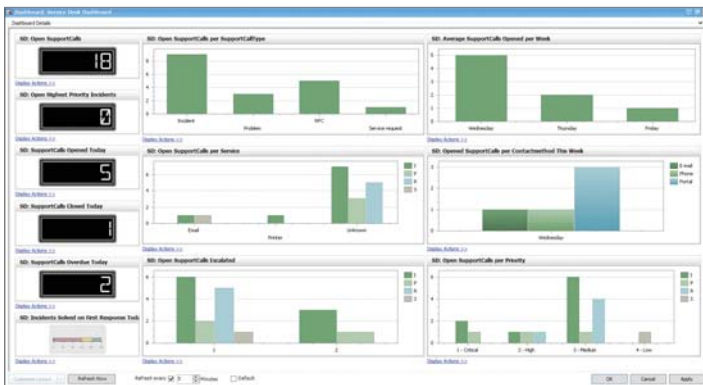
Benefits

ITSM

- Optimizes ITSM processes and provides detailed insight
- Scalable so it can be aligned and grow with the needs and maturity level of the organization
- Available as SaaS, subscription, and on-premise depending on your needs
- Ability to run over the internet, multilingual capability, and time zone aware to fit with global businesses

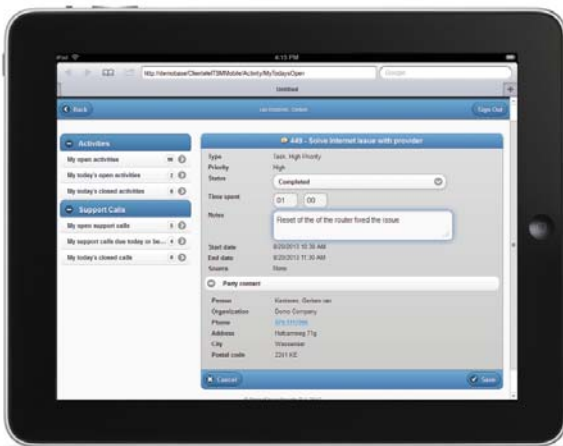
MSP specific

- One integrated system for both ITSM and CRM to centralize all customer related activities
- Releases the burden of operational planning and prioritization
- Provides billing with easy integration into any back-office system



Operations management and mobile access for engineers

IT operations is key in the deployment, maintenance, and support of the services delivered to users. Proper planning of the operational task is a challenge. Clientele ITSM provides planning features showing real-time availability of the team members, taking into account multiple time zones and working time calendars. Calendars can be synchronized with Microsoft® Exchange. It also shows the maintenance windows of the service assets which inform the planner when certain tasks can be performed. The Clientele ITSM mobile app is available for engineers to have access to assigned tasks and support calls via smart phones and tablets. Via these devices, they can update primary information to inform the service desk who can then inform the user that the incident has been resolved.



IT chargeback

Chargeback of IT services delivered is also part of Clientele ITSM. Initial costs can be quoted and invoiced directly from the request. Recurring costs based on running contracts can be charged on a regular basis and automated. Clientele ITSM has standard integration options to update the finance back office system.

Service asset management, CMDB and RMA's

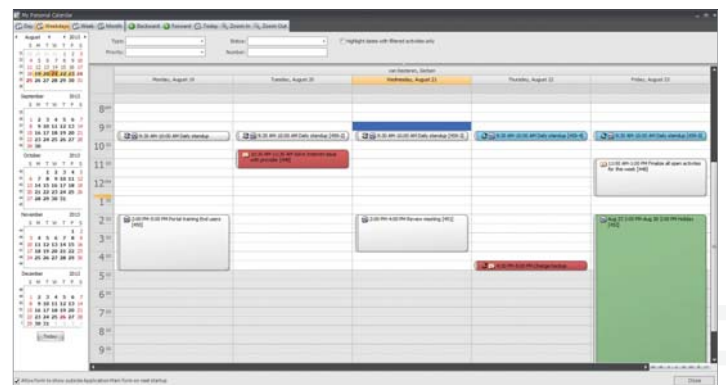
Keeping the service asset and configuration management database up to date is key in providing quality services. Clientele ITSM provides a variety of standard import and data synchronization features to load external data and keep it up to date. In Clientele ITSM itself, you will find all features needed to properly administer the assets including RMA management and management of replacement products.

Measure quality of service and performance of processes

To stay in control and improve of the quality of IT services, proper reporting and analysis tools are indispensable. Clientele ITSM Performance provides a reporting and analyses platform with standard dashboards for the key ITSM processes. It also allows for self-creation of dashboards, management reports and in depth analyses with standard tools like Microsoft Excel®. The data can be enriched by using the Clientele ITSM Survey solution to collect customer satisfaction surveys which also has a template for Net Promoter Score (NPS).

Effortless to integrate

Integrations are essential for an ITSM implementation. Much of the data in the ITSM toolset like organizational units and user information comes from external systems. To avoid cumbersome manual updates, Clientele ITSM has standard APIs for integrations to external systems. These can be configured by the administrator of the system without the need of any technical consultant.



Available as SaaS, subscription or On-premise

When purchasing Clientele ITSM, you have multiple options and can choose the model that fits best with your company's objectives. The traditional On-premise model allows you to purchase a perpetual license of the software and the software is deployed to your local infrastructure. If you like to have the software in-house but don't want to have a capital expense, you can choose for the subscription model. You will pay a monthly fee for the period you use the software. With the SaaS model you pay a monthly fee for the use and hosting of the software.

Products

Clientele ITSM

The core Clientele ITSM product delivers all available features out of the box instead of being modular. Turning features on or off is just a matter of configuring the system via predefined roles and security rights. The features are accessed by the user through a "smart client". This client combines the best of both worlds- it runs over the internet like a Web application and has the rich user interface of a windows application. It integrates with the local resources like the Microsoft Office products and has embedded dashboards. Users can personalize their own interface.

Clientele ITSM Portal

The Clientele ITSM Portal is primarily enabling self-service but also allows IT staff to use the features of the portal. The Clientele ITSM Portal delivers Web parts which can be embedded in any Microsoft SharePoint® site, applying your own corporate identity. Via the portal, the user can access the Service Catalog, Knowledge base, Support Calls and other relevant data.



Clientele ITSM Mobile

Clientele ITSM mobile is an app to provide engineers in the field with quick and easy access to assigned calls and tasks via their smart phone or tablet.

Clientele ITSM Performance

Besides the standard reports and dashboards in the core product, Clientele ITSM Performance provides additional in-depth reporting and analysis capabilities by offering a separate data warehouse and OLAP cubes. Trend analyzes are easily made and dynamic reporting is simply done via Microsoft Excel® or front end of choice with assured accuracy by the standard available OLAP cubes.

Clientele ITSM Surveys

Clientele ITSM Surveys is a comprehensive survey solution with real-time, Web-based reporting and analysis, allowing surveys to be conducted either by a Web site or within an e-mail. It manages the entire survey cycle from building individual questions to launching the survey. Features include: question design, survey design, survey development, real-time reporting, as well as support for foreign language translation.

Feature list

Processes

ITSM

- Incident management
- Problem management
- Request fulfillment
- Change management
- Release management
- Service asset and configuration management
- Service level management
- Service catalog management
- IT operations management
- Financial management

CRM

- Customer relationship management
- Opportunity management
- Quote and order management
- RMA management
- Invoice management

Reporting

- Crystal Reports®
- Dashboards
- OLAP cubes
- Data analysis

Integrations

- OLEDB, ODBC
- XML Web services
- Active directory
- Microsoft Word
- Microsoft Excel
- Microsoft Outlook®
- Microsoft Exchange
- Microsoft SharePoint
- CTI
- IMAP, MAPI, POP3
- SMTP

Technology

- Microsoft Windows® Client
- Microsoft Windows Server®
- Microsoft SQL Server®
- Microsoft SharePoint
- Microsoft Visual Studio®
- HTML5
- Microsoft .Net

Languages

- Brazilian
- Chinese
- Dutch
- English UK
- English US
- Estonian
- French
- German
- Greek
- Hungarian
- Polish
- Russian
- Spanish
- Swedish

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