



## Best Practices with ITIL Standards

ServiceWise is ITIL compliant and can help your organization achieve industry best practice standards. The IT Infrastructure Library (ITIL) is a well known and widely adopted set of IT service best practices. ITIL best practices focus on better management of all interrelated IT processes, continual improvement on these processes, and aligning IT with overall business objectives. The ServiceWise software solution is designed to manage the complex relationships that exist between various IT processes, activities, users, workflows, and assets.

ServiceWise may be configured to support the following IT Service Management Processes:

- Incident Management
- Problem Management
- Change Management
- Configuration Management
- Service Level Management
- Knowledge Management



## Key Points

- Develop repeatable, measurable, documented and enforced processes
- Develop more knowledgeable and efficient staff through better prioritization, process automation and customer self-service
- Create a high quality of service at a reasonable cost
- Quickly identify and resolve infrastructure incidents before they disrupt the business
- Automate reminders, review tasks, and approvals throughout the lifetime of any incident or request
- Deliver on-demand support 24/7 with the customer self-service portal
- Seamlessly integrate incidents or requests, forms, downloads, knowledge and reports all accessible by a single link
- Create a fully customized GUI for both technicians and customers



## Tech Information

DBMS: Microsoft SQL  
Oracle  
Microsoft Access  
Other ODBC Compliant Db

Server: Windows NT/2000/2003  
IIS 5.0 or higher  
.Net Framework 2.0 or 3.0  
512 MB RAM  
30 GB Partition Size  
1.8 GHz Processor

Virtual Server Support:  
VMWare Server  
VMWare ESX

Web: Internet Explorer 5.0 or higher  
Netscape Navigator 5.0 or higher  
Mozilla Firefox 1.0 or higher  
Apple Safari 1.0 or higher



# TechExcel ServiceWise

Software Designed for Service

## Offering a Step-by-Step Approach to IT Service Management

### Right. Out-of-the-Box.

ServiceWise is a totally customizable and comprehensive internal Help Desk and IT Service Management (ITSM) software solution. It offers the power to enforce business rules and optimize business processes whether you are a 25-person or 5,000-person support organization. Automate and streamline IT services and help desk activities with configurable workflow(s), process management, email notifications and a searchable knowledge base.

Provide around-the-clock customer support from any web browser by creating a customized self-service portal that matches the look and feel of your organization's web site. Facilitate self service with this powerful portal that includes online incident submission, status updates, online conversations and intuitive knowledge base searches. Empower support and service teams by providing a single, integrated solution that is robust in functionality, yet easy to use.

ServiceWise is a complete, "out-of-the-box" solution that has been optimized to include the most desirable service desk features. Each feature has been documented with a Step-by-Step process for easy and complete implementation following industry best practice standards. ServiceWise may be configured to handle any number of processes including but not limited to incident management, problem escalation and analysis, IT change management, and other collaborative processes. For organizations needing extended capabilities such as telephony integration, download controls, etc., ServiceWise may be enhanced by incorporating any combination of the available add-on modules. ServiceWise is ITIL (Information Technology Infrastructure Library) compliant and Pink Elephant certified.



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Take a look inside for our "Seven Steps to an Efficient, Effective and User Friendly Service Desk"



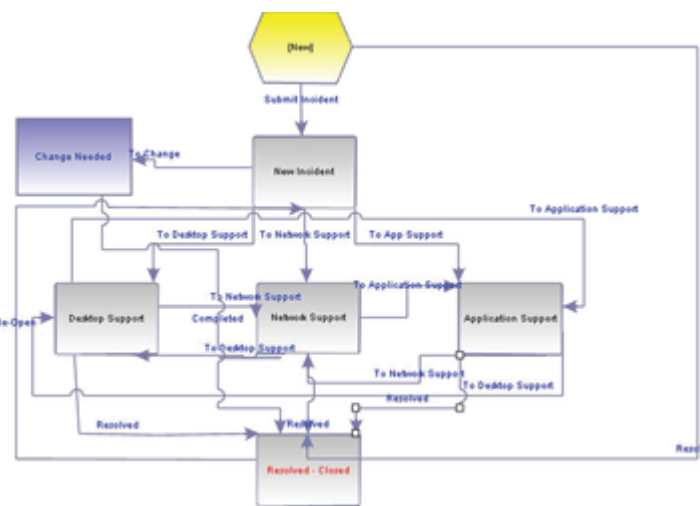


# TechExcel ServiceWise

## Seven Steps to an Efficient, Effective and User Friendly Service Desk

### 1 Process Design and Control

Implement your unique business processes using the point-and-click workflow editor. Define a complete process with progress states, transitions, business logic, and field-level data privileges using a simple graphical tool that allows you to create a consistent method for handling incidents, issues and requests. Subtasks, such as manager approvals, reminders, etc. may be configured to auto-create or may be manually triggered by a support analyst. ServiceWise includes everything you need for total process management and control.



- At-A-Glance:**
- Point-and-Click Graphical Workflow Editor
  - Fully Customizable Business Rules
  - Process Integrated Task Management
  - Defined and Targeted Ownership
  - Issue Dependency Control

### 2 Automation

Incorporating automation can help reduce resolve times, improve efficiency and increase overall customer satisfaction. ServiceWise auto-routing may be configured to route incidents or requests to an appropriate support team member, queue, state or priority, depending on your business rules. In addition, auto-escalation rules may be defined based on a combination of form categories and time criteria including: elapsed time, no progress made, open too long or due date approaching/passed.

- At-A-Glance:**
- Customizable Auto-Routing Controls
  - Email, Pager and SMS Notifications
  - Definable Escalation Rules
  - Integrated Web Conversations
  - Cross-project Communications

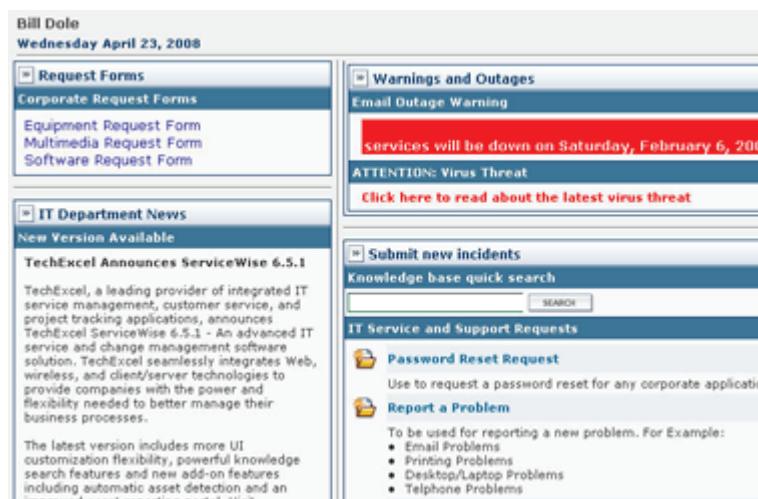
Automation Setup Options

### 3 Communications

Today, most service desks could benefit from a communications upgrade. Within the service center, nothing ranks higher than lack of communication for the reason things "fall through the cracks" and customer satisfaction numbers tumble. With ServiceWise, organizations can expect improved communications both internally and externally with issue notifications and escalations as well as built-in web conversations and cross-project communication support. TechExcel developed ServiceWise with the flexibility to create custom rules and forms specifically designed to improve support center communications.

### 4 Knowledge Management

A centralized knowledge base increases efficiency, mitigates data risk, and facilitates collaboration between teams. By associating knowledge items with incidents, requests, or specific processes organizations can benefit from a quicker diagnosis and faster resolve times. ServiceWise offers everything needed to manage documentation. Support teams may add, modify, delete, categorize, and index documents within the knowledge base to suit the corporate mission and business requirements.



Fully customizable self-service portal

- At-A-Glance:**
- Reduce service calls and email volume
  - Increase customer satisfaction with self service features
  - Add resolved incidents to knowledge
  - Easy to use HTML knowledge editor

### 5 Self-Service

The Help Desk Institute estimates that each first level incident will cost about \$25. Therefore, if support centers are able to deflect just ten calls per day to a Self-Service Portal the company will stand to save around \$60,000 per year! ServiceWise includes a fully functional, integrated web portal for self-service, web-based communication, service/incident requests, and reading company news. The easy-to-navigate web portal gives customers a convenient way to communicate with your IT services and help desk department. The Self-Service Web Portal will improve customer satisfaction and your IT service desk efficiency.

### 6 Reporting

Service Desks are flooded with data. Often, support team statistics are difficult to keep track of and even more challenging to use effectively. That's where ServiceWise comes in. ServiceWise makes it easy to instantly communicate your most important service desk metrics to support teams and executives. It empowers your workforce with the real-time support statistics they need to do their jobs more effectively. By incorporating industry standards, built-in reports, ServiceWise makes it easy to create dazzling reports. With custom point and click reports as well as dynamic web query reporting, organizations will be armed and ready for even the most challenging reports.



Built-in reports include charts and graphs

### 7 Customization

The ability to customize a Service Desk application, including everything from business process(s) to issue forms to a customer self service portal, is essential to a successful and efficient service system. ServiceWise offers system customization to suit individual demands: easily configured workflow rules that can be changed to control the business processes based on the organization's mission. Without the need for outside consulting, ServiceWise may be configured "on-the-fly" as business objectives and processes change. As the industry changes, so can the service desk. Start small and grow large while maintaining just one application. Multiple process support means small businesses may grow to incorporate new processes, and with ServiceWise, they can be ready in just hours.