FrontRange Solutions®
IT Service Management—Enhanced Self Service
Automated Service, Enhanced Customer Relationships

Putting Control Where
It's Needed Most
FrontRange Solutions® ITSM Enhanced Self Service is an online e-service platform that allows IT service catalogs to be delivered to customers and employees in an automated way. Users get browser-based control over IT services, so they can submit service requests, report service incidents, track progress, and locate information and guidance that would normally require a service call. FrontRange™ ITSM Enhanced Self Service streamlines the process with:

- **User-centric view of the service menu**—customers and employees see what's available, and input requests online, ensuring greater accuracy.
- **Centralized communication**—users access the system when needed, and get immediate feedback on the status of all their requests and incidents.
- **Built-in governance**—conditions, controls, approval processing and auditability can be built in, so online service requests are processed according to established standards and accountability.
- **ITIL® best practices**—processing workflow for service catalogs can be built to support ITIL practices for consistent, controlled service delivery.
- **SLA management**—service-level agreements can be defined, monitored and measured for each service and incident, so users have realistic expectations for service delivery timelines.
- **Service desk optimization**—automation allows services to be delivered faster, more efficiently, and with less impact on IT budgets.

The 24x7 Service Desk:
Open for Business
Global businesses never sleep. A service desk shouldn't either. With FrontRange ITSM Enhanced Self Service, employees and customers can get technical advice, check the status of service requests, and manage incidents at any time of the night or day. As long as they have access to a browser, they can find information and, more often than not, resolve their issues online, without talking to a service technician. Call volume to the service desk is reduced, and service desk personnel are freed up to handle challenging requests that require one-on-one contact. Everyone wins.

Integrated User Communication Platform
FrontRange™ ITSM Enhanced Self Service—empowers users with an integrated set of tools linked to other FrontRange applications via the FrontRange Foundation platform. The FrontRange Foundation provides an open, standards-based architecture created specifically for service delivery. The Foundation supports:

- Customizable web forms
- Real-time dashboards
- BPML process orchestration
- Integration and messaging
- Security

ITSM Enhanced Self Service leverages these robust Foundation services to address critical service needs for customers and employees.

- **Search Knowledge**—Studies show that over half of all “service” calls are not actually service requests but inquiries. People are looking for information, and often prefer to
find it in a searchable knowledge base. FrontRange ITSM Enhanced Self Service provides a portal for customers and employees to access technical articles, how-to guides, FAQs, ordering instructions, and other corporate and service-related information. Users have up-to-date information at their fingertips to solve their own issues, eliminating many service tickets, and reducing email and telephone traffic for the service desk.

- **Manage Incidents**—Rather than initiating a service incident with a phone call which often involves waiting on hold, FrontRange ITSM Enhanced Self Service allows users to go online to submit a service request. Each request triggers an incident ticket, allowing users to track progress as the issue is being resolved. Incident logging is simple and requires just a few keystrokes to capture important details so resolution can begin immediately.

- **Manage Service Requests**—When specific IT services need to be ordered—for example, provisioning a new employee, installing new software, activating a new wireless device on the network—users go online and choose from a menu of available services. The system automatically provides a predefined user interface that is tailored to the requested service. Users easily navigate through the online form and provide relevant information so the IT department can fulfill the service request. Each service ticket generates a tracking number, so users can go online to view the status of their request.

- **Approve Change Requests**—Waiting for approval of a critical Request for Change (RFC) can hold up the change implementation process. When Change Approvers can easily approve RFCs from the Self Service portal, easy access can speed up the time-sensitive process. Built in security will ensure that only authorized users can access and approve RFCs.

MORE INFORMATION

Call 800.776.7889 today to speak to your FrontRange representative, and discover the benefits of FrontRange IT Service Management Enhanced Self Service.

www.frontrange.com