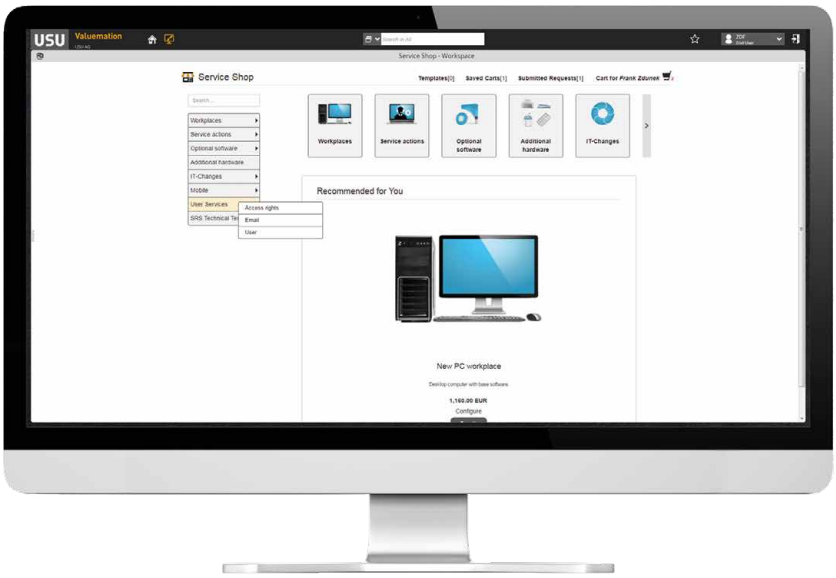
Valuemation USU

FLYER

VALUEMATION SERVICE REQUEST MANAGER & SERVICE SHOP

A service desk is frequently overloaded with routine inquiries that are less critical – things like setting up a new PC workstation, resetting passwords or procuring standard equipment. Many relevant processes in the service chain, like purchasing, inventorying or budget control, take up additional time and resources if they are done manually. At the same time, customers increasingly demand high quality and rapid provisioning of services. To meet these requirements with a high degree of efficiency and cost control, greater standardization and customer orientation is required in service delivery.



Personalized services for selection in the service shop

BENEFITS

Valuemation enables you to

Enhance customer satisfaction by offering users selection and ordering of personalized services in an attractive service shop

Cut costs thanks to the high degree of standardization and automation throughout the service delivery process

Improve the efficiency of the service desk by relieving it of routine tasks

Reduce procurement costs by bundling orders and reducing ordering processes

Increase the quality of service by means of standardized service delivery with the aid of ITIL®-compliant processes

Objectives

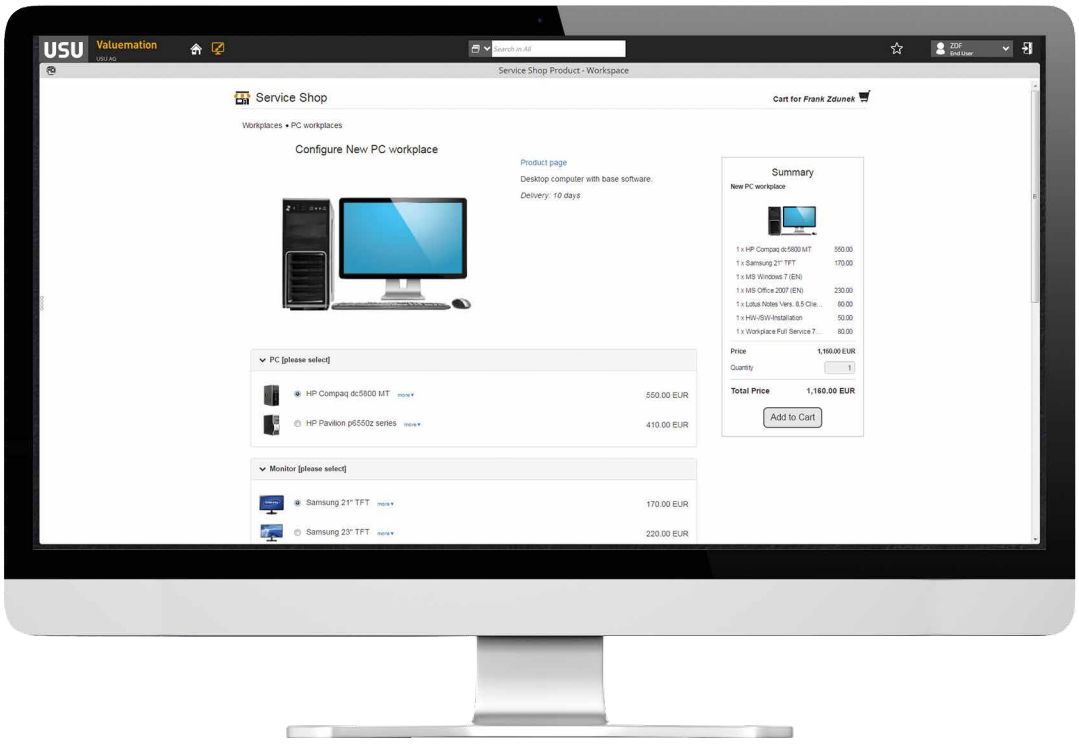
The Valuemation Service Request Manager supports the management of service orders – from placement to delivery. Service customers (users) order the services available to them in an attractive service shop. The resultant processes throughout the process chain are characterized by a high degree of standardization and automation and so can be carried out very efficiently, securely and transparently for everyone involved. That ensures satisfied customers thanks to a high quality of service and a lasting reduction in costs.

Offering Customer-friendly Services

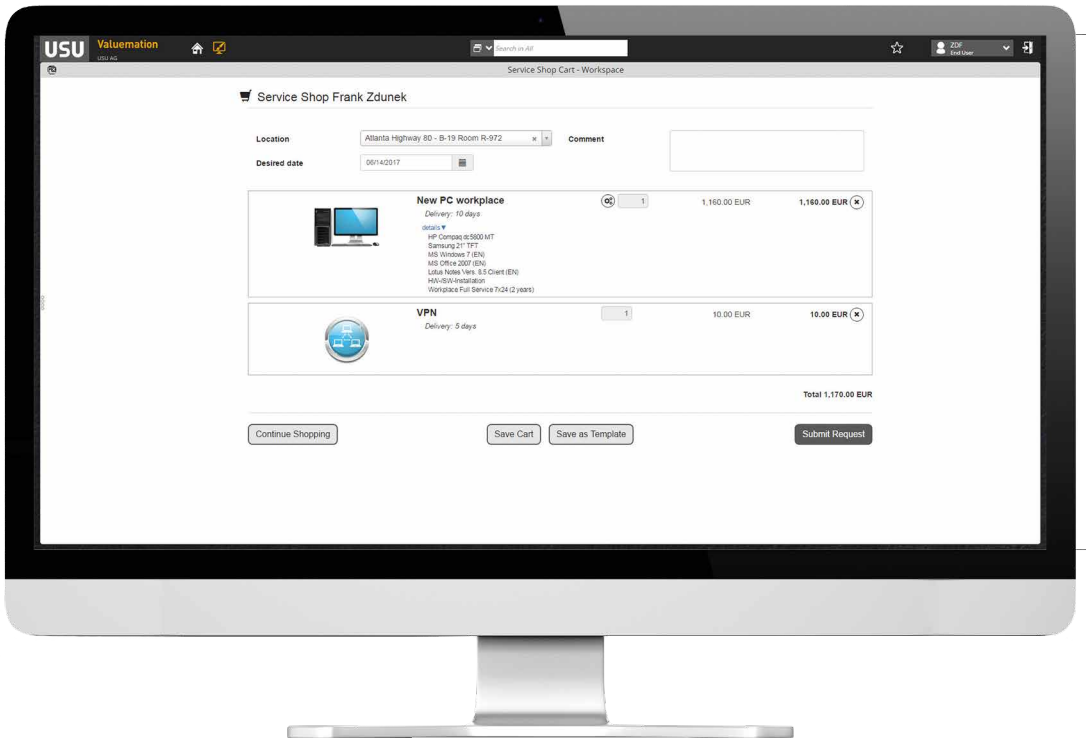
With the Service Request Manager, you offer users a state-of-the-art service shop in which you present services in a clear and personalized manner. The basis for the offering in the service shop is a predefined multilingual service catalog containing specified services agreed with the respective service customers (e.g. business units, locations or the like). For the shop's design, you can define additional information with different types of data (text, number, date, object selection or attachment) so as to enter further details for a service. Users and service customers are uniquely identified by their personal ID, cost center, department or location and so can select and directly order the services available to them. The structure and hierarchical arrangement of the service catalog is defined in the Service Request Manager and transferred from there directly to the service shop.

Selecting and Configuring Services

To order a service, users call the service shop and obtain a categorized overview of the services available to them. The graphical user guidance makes operation of it extremely convenient and intuitive: Users can select the service they wish directly by clicking on the picture in question, navigate to the service using categories or – if they do not find want they want – use the search field. Depending on its definition, the chosen service can then be selected directly or configured further. The prices can be set variably for individual options and are aggregated to give a total price.



Configuration of a new PC workstation in the service shop



Summary of the selected services in the shopping cart

Ordering Services

—— After the desired services have been selected and configured, they are placed in the shopping cart. The main information is summarized again there. Users can then either order the elements in the shopping cart directly and forward the order for approval, store the shopping cart contents only as a draft for the time being or return to the selection process and choose and configure further services. The shopping cart is adapted dynamically whenever a new or additional choice is made until the selection process is concluded. Authorized persons (assistants, service desk staff or the like) can also select and order services on behalf of other persons.

Reliable Compliance with Approval Processes

—— After services have been ordered, the request is automatically forwarded to the respective cost center manager for approval. Multistage approval steps are possible and can be carried out in parallel or serially The order can be approved by business administration following an upstream budget control. This compries checking the budget by comparing the value of the order with the cost center budget stored and documented in the Valuemation Planning & Calculation Manager, for example.

Efficient Support for Procurement Processes

—— The Service Request Manager provides you with extremely efficient support in procuring and providing services. If hardware and software is requested, the budget check is followed by a comparison of the current request with the available stocks. If the requirements are covered by the stocks on hand, the inventory data is automatically updated in IT asset management after the order has been approved and withdrawn from the stock. If the requested components are not in stock, then an order is automatically generated in the Procurement Manager.

Simple Automation of Service Processes

—— The Valuemation Business Process Manager – a core function that is also available in the Service Request Manager – lets you define and automate any complex, interlocking processes. At the same time you make processes more transparent and secure – in particular when they involve a large number of persons and departments. With the Business Process Manager, you can odel and implement processes on your own or use predefined templates and adapt them to your specific processes.

KEY FACTS

The Valuemation Service Request Manager is a module in USU's Valuemation suite. You can use it to

Create a high level of ease and convenience for service customers (users)

Free up resources by automating time-consuming and costly routine activities

Ensure compliance with guidelines and approval and control steps

Reduce procurement and downstream operating costs thanks to standardized services

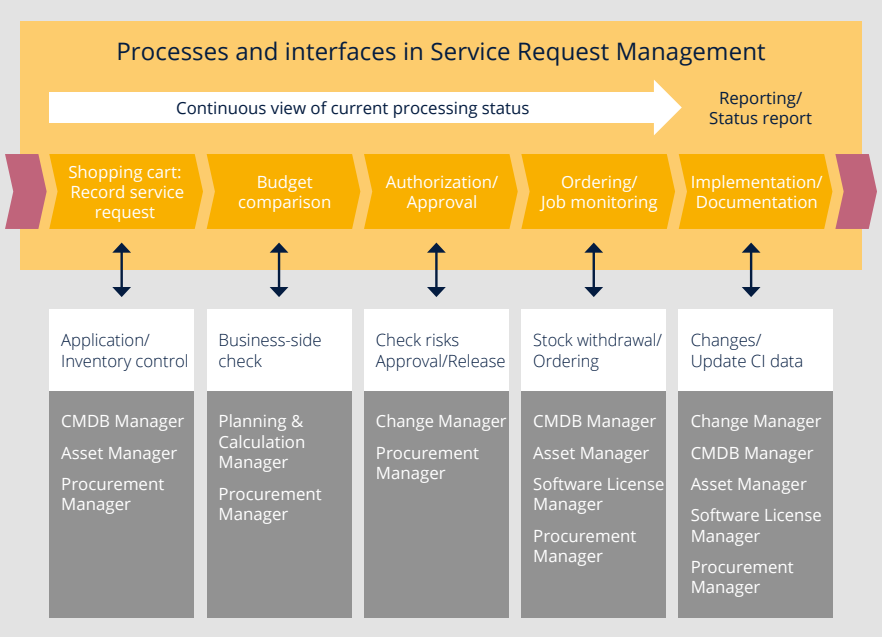
INFO

Other relevant modules:

- Asset Manager
- Change Manager
- Procurement Manager

Efficient Service Delivery

As soon as the approval and order processes are completed, the orders are broken down into smaller sub-orders and are then assigned to various agent groups for further action. Product-specific tasks can be defined and configured for delivery. Tasks already completed are recorded and downstream locations are automatically informed. All changes to the status can be tracked by means of automatic entries in the history and additional comments can be appended to the service request. After the entire order has been finished, the person who originally placed the request is notified. Even while the process is still unfolding, all those involved can check on the latest status at any time.



Support for the entire process chain in service request management

Cut Costs by Standardization

Too great a variety and unmanaged procurement of IT components can really cause your costs to skyrocket. That means not only higher prices for low order quantities per component, but also high downstream costs at the service desk and in change management: What's more, non-standardized components usually end up requiring more staff training time, cause faults and malfunctions more frequently and so put your service availability at risk. Valuemation helps you to cut direct and indirect costs: By offering standardized services, pooling orders and enabling smooth service delivery in IT operations.

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