simplisys
SERVICE DESK

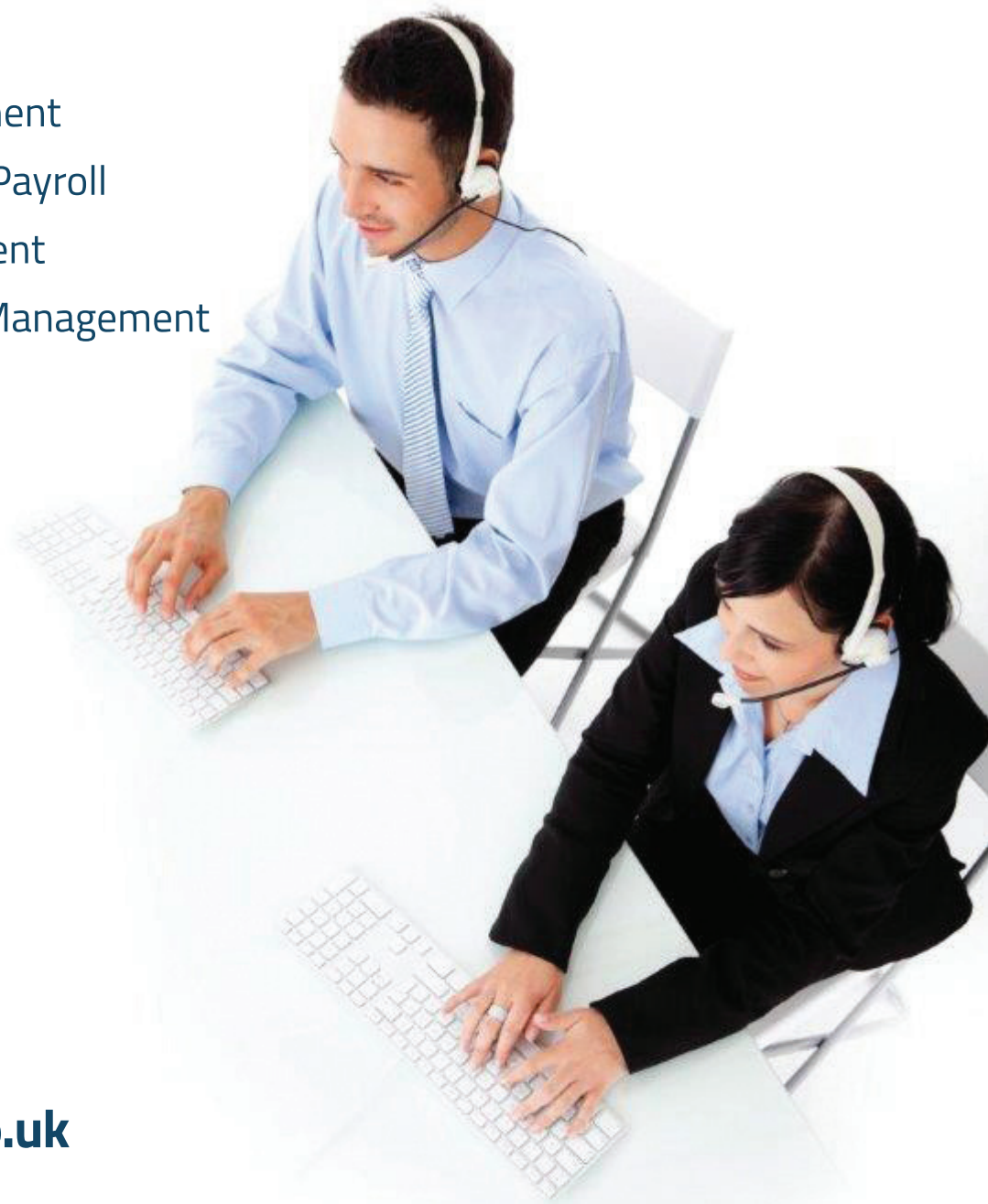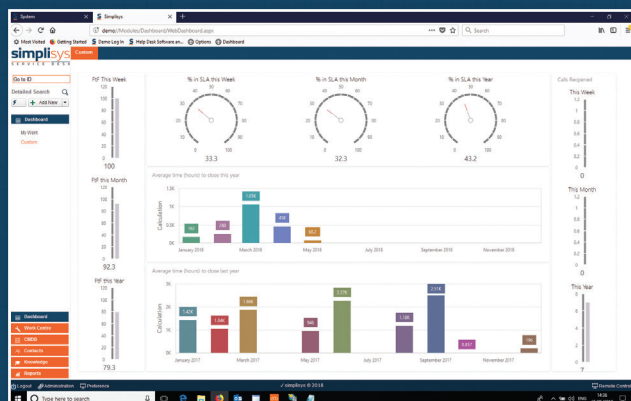# Simply Smart approach to service management

▶ IT Help Desk

▶ IT Service Management

▶ Human Resources/Payroll

▶ Facilities Management

▶ Enterprise Service Management

▶ Customer Service

Call us today
01275 240 500

or sign-up online
www.simplisys.co.uk

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Service management made easy...

Underpin existing working practices or adopt industry best practice (ITIL) with an intuitive, easy to use service management suite available as a hosted service (Private Cloud) or on-premise installation.

Simplisys Service Desk can be easily configured and licenced to deliver customer requirements, whether it is a central service desk that is required aligning working practices across multiple operational departments or a work group solution for IT, supporting internal or external customers, HR, Facilities or Customer Service, Simplisys Service Desk is for you.

Simplisys Service Desk is scalable for all size companies from small teams to large, multi-department enterprises and everything in between! With its ease of customisation Simplisys will allow you to easily get the system you need at a price you can afford.

We pride ourselves on providing the best Service to our customers so you can provide the best service to yours.

▶ Dynamic Dashboards

Create your own personal dashboard relevant to your role. View current state of the service desk in real time. Spot an issue and Drill Down to it from the dashboard.

▶ Incident and Case Management

Incident manager allows you to quickly record incidents, take or assign ownership, assign sub tasks and keep those who are affected by the incident up to date with system notifications automatically. Real time activity displays and automatic highlighting of pending SLA breaches ensure agreed service levels are met.

▶ Problem Management

Working seamlessly with incident and change management. Problem management provides the platform for driving down incident volumes and increasing first time resolutions with workarounds published to the front line teams. Thus enabling faster resolutions and increased customer satisfaction.

Integration with Change management allows the full Incident, Problem, Root Cause and Change fix cycle to be effectively managed driving down the instances and cost of outages.

▶ Change Management

Simplisys Change Management supports the way you work, enhancing and automating your existing change processes thereby enabling your organisation to deliver more successful changes and fewer failed changes. Fully integrated into the Incident and Problem Management process, Change Management allows for full end to end problem resolution.

▶ Task Management

Task Management allows support staff to retain ownership of an incident, problem or change while passing individual tasks to colleagues or third parties to action. When allocating tasks, owners can set due date, schedule date and duration to ensure that multiple
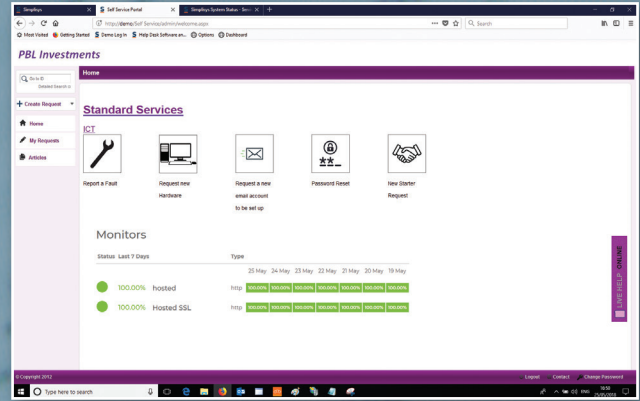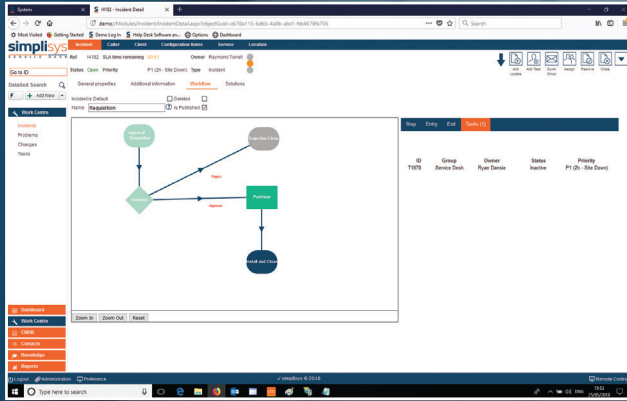
tasks are completed in a timely manner and the original incident is closed within the service level to the callers' complete satisfaction.

CMDB (Asset Management)

Simplisys CMDB incorporates asset and service as separate entities. Asset manager facilitates the creation of asset types e.g. Hardware, Software or Maintenance Contracts etc. A full audit trail is generated recording a history of changes. Service Manager, facilitates linking assets to services and making global service announcements to users of that service.

Contact Management

All contact details are readily available, you are able to add a new caller on the fly and feed contact details from third party systems like Active Directory and HR systems. Contact Management incorporates contacts, clients and locations; one or all three can be designated as VIP.

Knowledge Base

Simplisys dynamic knowledge base will suggest solutions to your team at point of logging calls, increasing the number of incidents being dealt with at first contact and improving customer satisfaction.

Self Service

The web self-service portal gives customers the chance to view, update and log new incidents/change requests without burdening support staff with calls. The self-service portal will suggest client specific solutions when a customer logs a call enabling them to resolve their own issues without needing to engage the service desk team. Client specific reports can be displayed allowing your customers to have a real-time view of call progress or service performance.

Customer Satisfaction Surveys

Find out what your customers are really thinking about the service you provide. Fully integrated Incident, Project and Global contact surveys can be simply generated with results visible from standard reports. Integrated satisfaction surveys improve communications and feedback facilitates continuous improvement.

Reporting & Metrics

Measure team performance, spot trends and obtain performance metrics instantly with over 100 standard Management Information and Trend reports. Display reports on your Wallboard or in SharePoint or schedule them to be emailed to stakeholders automatically. In case the standard reports do not present the data in exactly the format required use the Custom Report Builder to edit existing reports or create brand new reports.

Integration Services

Easily configure integration with common third party applications out of the box, including Exchange, Office 365, SCCM, Web Mail, Active Directory, LDAP. Automatically create and update calls, populate and maintain contacts and assets as well as event management via email integration with system and network monitoring tools. Furthermore automate common processes locally by running Power Shell scripts as an automated task e.g. Password Resets.

Automation

Simply Smart by design, easily configure workflow using the flexible, graphical workflow designer to ensure that standard operating procedures are maintained. Link workflow to robust Business Rules Engine to simply create automation for escalation, standard alerts, changing status, routing and re-routing of calls using simple Boolean logic. No bespoke scripting languages required.

What our Customers say...

"I have used many ITSM solutions in my career and none compete in terms of value for money, so yes I would recommend the system" **Paul Fitzpatrick, Service Delivery Manager, Sue Ryder Care**

"Well, all I can say is that selecting the Simplisys system was a good decision for us so I would definitely recommend it." **Trevor Dustan, IT Manager, Comtec Comms Ltd**

Our commitment to you

- **Form a lasting business relationship**
- **To work with you to enhance your service management capabilities**
- **Understand your requirements**
- **Configure our solution to match your needs**
- **Deliver your solution on time, to specification and** *'Simply ready to go'*
- **Provide on-going first class support, service, updates and training**

Call us today **01275 240 500** or sign-up online **www.simplisys.co.uk**

Top 10 business reasons for purchasing Simplisys Service Desk

TOP 10

1. Improve internal and external customer relations
2. Move to pro-active working practices
3. Increase number of Incidents closed at first contact
4. Increase team performance with Gamification
5. Market leading metrics published to external systems/mobiles in real time
6. RAD Indicators (Real-Time Activity Display)
7. Manage trends and assign staff to hot spots
8. Integrated Known Error management
9. Assist in budget planning and adoption of working practices
10. Underpin ITIL Best practice operating procedures

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ISO 9001 Registered Firm
Certificate No. GB2004195

International Accreditation Board
Registration No. 0044/1