Assure for ITSM Datasheet

Transform your business with Assure

Enhance end-user experience by adding intuitive self-help and personalised services. Improve IT support and operations with our effective environment for team working and clear performance reporting. Our ITSM solution provides strong ITIL framework alignment and sophisticated integration capabilities with other IT and business systems.

ITIL Framework Aligned

The Assure solution has been designed from day-1 to support organisations that want to align their IT Service Management processes with the ITIL framework. Importantly, Assure can be easily tailored to combine the appropriate elements of ITIL and your business-specific customisations.

Team performance can be graphically presented via a KPI dashboard on a wall screen.

Assure makes your team more efficient and productive. spread across the PCs, laptops, and hard drives of multitudinous stakeholders.

Initial Processes (phase 1 deployment)

- Request Fulfilment
- Incident Management
- Problem Management
- Change Management
- Configuration Management
- Service Level Management
- Service Catalogue Management
- Knowledge Management

- Inbound & Outbound Mail
- Survey Management
- Enquiry Management
- Task Management
- Shopping Basket
- Skills Management

Advanced Processes

- Event Management
- Access Management
- Release & Deployment Management
- IT Financial Management
- Demand Management
- Availability Management
- Information Security Management
- Supplier Management
- Capacity Management
- IT Service Continuity Management
- Continual Service Improvement
- Reservation Management
- Major Incident Management
- New Starter Management
- Contract Management
- Visual Configuration Management
- Project Management

FEATURES

- Provide users with mobile access to services
- Customise services and processes to the needs of your organisation
- Avoid solution churn, by adopting a truly flexible solution that will meet your future needs
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Our support team and consultants can help you implement effective IT Strategy Management, Business Relationship Management and Service Portfolio Management. We provide guidance on and best-practice models for effective Design Coordination, Transition Planning, Service Validation and Testing.

Personalised Services and Self-help

Provide users with intuitive access to IT services via a personalised web portal or mobile application.

The Assure selfservice capability provides each employee with the ability to:

- Manage information (including self-audit of assigned equipment)
- Make requests
- Report incidents
- Track the progress of requests
- Access self-help articles and IT documentation
- Search for information and services
- Provide feedback or suggestions via survey forms
- Receive notifications and updates
- Authorise requests from other employees (for line managers)

In addition to the web and mobile self-service, Assure supports communication via email, chat (desktop Instant Messaging) and telephony integration for the service desk. The ability to consume and model information from other business systems allows Assure to personalise each user's self-service experience. Forms can be pre-populated with asset information and users only see the services and information appropriate for their role and privileges.

Collaborative Support and Service Delivery

Your IT support team can access Assure via web or mobile applications, to view their assigned work and tickets. Assure supports your team through:

- Structured processes for fulfilling requests, resolving incidents and implementing changes
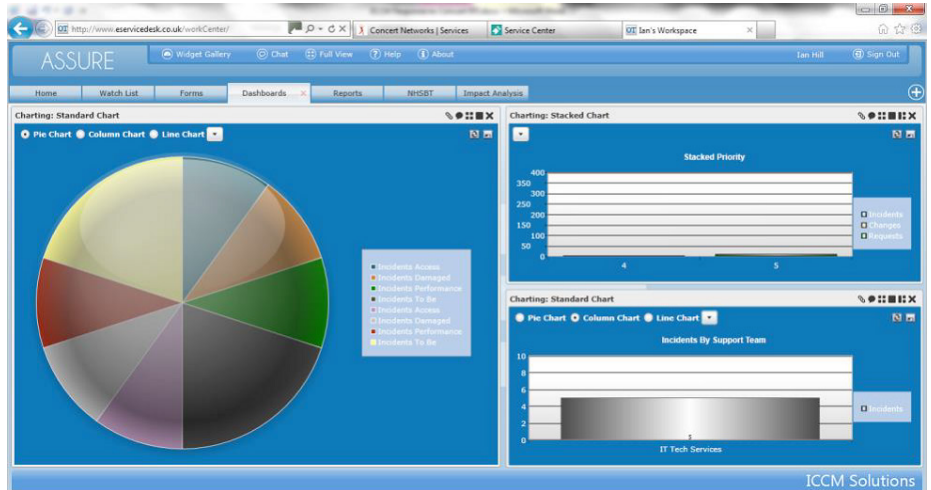
- Comprehensive knowledge management capabilities
- Automated handing of inbound/outbound email
- Team member skills profiles to aid collaboration
- Integrated chat facility
- Access to data in core business systems
- Integration with IT systems, such as SNMP management tools, SCOM, SCCM etc

Team performance can be graphically presented via a KPI dashboard on a wall screen. Assure makes your team more efficient and productive.

Analytics and Reports

Assure provides better metrics for decision makers:

- **Productivity:** understand your team workload and assign activities using live dashboards
- **Insight:** identify issues related to activities, procedures, team members or cases via clear reports
- **Performance:** measure the requests for IT services and the outcomes delivered

The metrics provided by the solution also allow executives to evidence the improvements resulting from their investments.

Enhance Your Services

New business process can be rapidly created, without software development skills, within hours. By combining well structured foundation modules with pre-built components, Assure allows a manager or analyst to easily build a new process. Alternatively, an existing process can be used as a template and modified. Only the deep integration with other business systems requires developer skills. This reduces the time and effort required for service improvement and process innovation.

Data Exchange

Assure is built on the enterprise-grade BPM engine from OpenText, providing industry leading integration capabilities, which include:

- IT systems, such as SNMP managers, SCOM, SCCM, Asset Discovery and Password Management
- OpenText products such as LearnFlex and Content Server
- Microsoft business systems such as Active Directory and Exchange Server
- Assure's generic integration capabilities enable data exchange with a wide range of legacy systems

Improve efficiency and consistency of service delivery through the automation of routine activities and data exchange.

Strategic IT

Start the IT transformation journey: move from administration to value creation; from cost center to strategy center.

Assure enables you to:

- Get better visibility of your business activities and investment in people
- Foresee and meet evolving needs of the organisation
- Create behaviour change and new process adoption
- Rapid implement new initiatives and business strategies

Deployed in 30 Days

A basic Assure solution can be deployed in as little as 30 days and on-going support for Assure solutions is provided by our specialist team.

Seven reasons to choose Assure:

- Personalised services and self-help for employees
- An effective working environment for the IT team
- Dashboards, analytics and reporting
- Empower IT to quickly create or modify services and processes
- Industry-leading support for Continual Service Improvement
- Quick deployment
- A scalable, enterprise-grade platform ■