



TechExcel ITSM

ServiceWise

Adaptable ITSM Software

TechExcel ServiceWise is a configurable and scalable software suite for helpdesk management and IT service management.

ServiceWise automates and streamlines IT helpdesk activities with configurable workflows, process approvals, email integration, IT project management, and integrated knowledge management. ServiceWise's powerful features and ease of maintenance make it a powerful solution for IT organizations.

TechExcel ServiceWise is a completely customizable internal helpdesk and IT Service Management (ITSM) solution. No matter whether you are a 15-person or 5,000-person support organization, ServiceWise is a powerful and proven solution that enables you to automate and streamline your IT services and help desk activities with configurable workflows, process management, email notifications, and a searchable knowledgebase.

ServiceWise is a scalable software solution used for managing ITIL and other IT business processes. ServiceWise for ITIL includes out-of-box configurations for Incident, Problem, Change, and Configuration management.

Features and Benefits

- Supports ITIL software standards
- Web based
- Definable Workflow
- Issue Escalation
- Easy to maintain and use for IT staff
- Reporting, Metrics, and Dashboards
- Collaboration for coordinating implementation and impact analysis
- Automation of repetitive tasks
- LDAP | AD integration
- Web based API for integration with existing applications
- Implementation options: choose from hosted or on-premise installation
- Powerful workflow engine
- Easy point and click customization, no coding necessary
- Out-of-box projects to demonstrate IT best practices
- Automate reminders, review tasks, and approvals of any incident or request

The ServiceWise ITIL[®] solution provides

Service Desk Software, IT Management

The Service Desk component of ServiceWise provides a complete set of functions that help you improve the service level of your organization while keeping costs down.

Features include the following:

- Restore service more rapidly using streamlined ITIL-based incident and problem management processes.
- Automatically assign service ticket priority based on urgency and business impact.
- Measure end-user satisfaction through built-in Surveys.
- Use out-of-the-box workflows, reports, queries, and templates to accelerate time to value.
- Easily manage assets and changes, with integrated Change and Configuration Management and AssetWise.
- Use flexible, easy-to-use configuration and Customization tools to customize the user interface and workflows, with no coding Required.

Incident Management - ITIL[®]

- **Manage incidents more effectively**
From incident detection to resolution, provide complete audit trails, user accountability, prioritization, and escalation thresholds to meet your service and availability requirements
- **Define Workflow and Process**
Graphical workflow and configurable automation provide organizations the framework they need to create, and maintain, their unique business processes.
- **Integrate Incident, Problem, and Change management**
Seamlessly integrate incident management processes with problem management and change management processes
- **Share Knowledge**
Integrated knowledgebase for FAQ's, documents, resolution procedures, and other necessary documentation
- **Create Knowledge from Data**
Powerful and customizable list reports, trend reports, summary reports and distribution reports
- **Improve Service Efficiency**
Provide service agents real time information of customer IT assets to improve service efficiency with AssetWise Discovery
- **Collaborate**
Improve communication between service teams, management, and customers throughout the incident resolution process

Benefits

- Consistent processes for call logging and resolution
- Reduced costs through increased first time fix rate
- Improved service response

Problem Management - ITIL[®]

- **Reactive and proactive problem management**
Complete control during every phase of problem management: investigation, root cause analysis, classification, prioritization, documentation, request for change, resolution, and evaluation.
- **Define problem management workflows**
Graphical workflow and configurable automation provide organizations the framework they need to create, and maintain, their unique business processes.
- **Integrate Incident, Problem, and Change management**
From incident detection, to problem identification, to change request and implementation, TechExcel Service Suite provides a single integrated solution for service support.
- **Share Knowledge**
Integrated knowledgebase and CMDB for storing information about known errors, workarounds, documents, resolution procedures, and configuration items
- **Identify incident and problem trends**
Powerful and customizable reports include trend, summary, list, SLA, and distribution reports
- **Improve Service Efficiency**
Develop a structured problem management process and automate tasks during investigation, classification, prioritization, and evaluation phases.
- **Collaborate**
Improve communication between service teams, management, and customers throughout the problem and incident resolution process.

Benefits

- A pro-active Problem Management by identifying Problems and Known Errors before Incidents occur
- A reactive approach to Problem Management by solving problems that are repetitive or recurring incidents
- Reduced costs due to lower incident volumes and higher first time fix rate
- Increased customer satisfaction



IT Change Management - ITIL®

- **Define Process**
Graphical workflow modeling and intuitive task automation allows processes to be customized for the business need.
- **Improve Collaboration**
Keep teams informed and enable them to work together more efficiently while defining, prioritizing, planning, implementing, and reviewing change.
- **Project and Resource Planning**
Improve planning and execution for critical changes and large-scale IT projects with an integrated project and resource planning tool for project managers.
- **Customizable Reporting**
Complete and easily customizable reporting for change records, and related problem and incident records, along with complete audit trails for individual changes.
- **Centralized Knowledge and CMDB**
Maintain relationships between change records and other pertinent information including: documentation, incident record, problem record, user record, and configuration items to facilitate informed decision making.

Benefits

Change Management allows businesses to balance risk and plan for the inevitable changes appropriately. Because changes must be reviewed, prioritized, carefully planned, and executed by qualified team members, a structured approach to change management allows businesses to standardize change processes and coordinate teams. The enterprise benefits by improving IT infrastructure management and reducing the number of unplanned outages that may affect efficiency, internal operations, and customers.

Configuration, CMDB and Asset management - ITIL®

- **Provide Accountability**
Immediately identify the who, what, when, where and why of every setting and every change.
- **Complete Audit Trail**
Track changes across the infrastructure with a comprehensive audit trail.
- **Improve Security and Compliance**
Alert IT staff to unexpected activity and report on software license compliance or overuse.
- **Integrate problem and change management**
Plan, coordinate, and identify how problems and change requests affect existing configuration.
- **Create a CMDB**
Maintain information about the relationships that exist between IT assets, service records, problem records, user information, documentation, and more from a single integrated repository.

Benefits

- Accurate information on all Configuration Items
- Impact and trend analysis information for Problem Management and Change Management
- Better financial planning through clear identification of all assets and their relationships

Service Level Management and SLA - ITIL®

- Define service level agreements for complete visibility of your teams and customers to minimize misunderstandings about expected service
- Improve customer understanding and satisfaction
- Analyze incident and problem records and service level accomplishments
- Identify unacceptable service levels and unreasonable service promises
- Define multiple service levels based on user-defined variables

Benefits

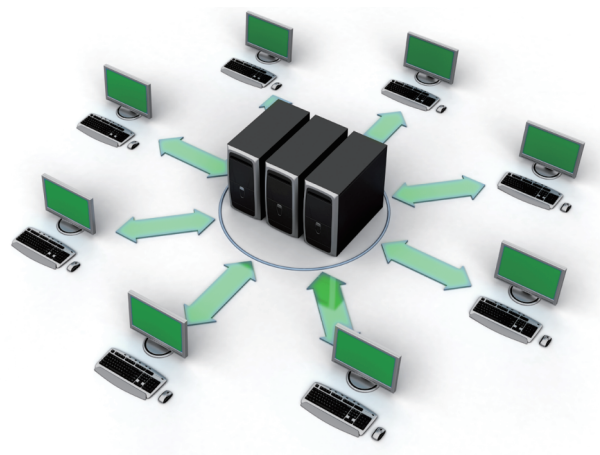
- Proactive Service level management.
- Higher customer satisfaction by meeting customer expectations.
- Better communication with customers on Service Levels.

Self Service Portal

- **Powerful self service portal**
Sophisticated, easy to use web portal for self service complete with incident submission, incident status tracking, knowledgebase, and user feedback.
- **Customizable interface**
Control what internal employees and external customers see when visiting the web portal. Easily customize the web portal interface to find the right balance between features and simplicity for your customers.
- **Knowledgebase**
Organize, publish, and maintain a public knowledgebase so customers can find information quickly.
- **Auto-Suggest Solutions**
Automatically suggest relevant help topics and solutions based on customer input for immediate resolutions.
- **Web Conversation**
Communicate more effectively with Web Conversation, a useful alternative to phone and email. Maintain complete Web Conversation histories and relate conversations to incident records.

Benefits

- Reduced volume on your Service desk.
- Allow users to find solutions to their own problems quickly.
- Keep end users up to date on their issues.
- 24 * 7 availability.
- Users can review history of previous requests.





IT Asset Management - AssetWise

Track IT asset usage, view inventory levels, and manage the entire asset lifecycle from a single system. AssetWise integrates seamlessly with ServiceWise to provide help desk and other IT teams access to meaningful IT asset information.

Benefits

- Centralized Asset Operations - Sales, marketing and support teams share common customer asset information stored in a single database, reducing system and data administration requirements and eliminating data inconsistency issues across organizations.
- Automatically detect and track IT assets, inventory, usage, and location. Extend AssetWise with the optional AssetWise Discovery utility for automatic detection of hardware and software in the network.
- Better control existing assets and make more informed decisions about new purchases.
- Improve customer service with asset information - Link asset information with customers and customer incidents to improve customer service.
- Automate sales order and asset creation so that all purchases are tracked with the proper product properties, versions, and support plan status and dates.

Features and Functionality

- Define unlimited asset categories, sub-categories, and item templates with fully customizable field definitions for easy tracking, searching, and reporting.
- Confidently add relevance and context to previously-disjointed processes and systems, enabling total asset visibility and intelligence.
- Manage IT hardware assets, software usage, and software compliance with AssetWise Discovery automatic asset discovery tools.
- Easily view all products purchased or used by a customer, and associate specific assets with any marketing program, sales opportunity, or support incident for that customer.
- Track the complete ownership, service, and repair history for all assets.
- Manage multiple service levels and support plans for customer and asset types when using the additional Service Agreement Manager module.
- Integrate existing asset management tools with additional LANDesk and Microsoft SMS integration modules.

Features and Functionality

- Manage Documentation - Add, modify, delete, categorize, and index documents in your knowledge base to suit your mission and business requirements.
- Strict Version Control Options - Control document actions at the project, folder, or item level.
- Enable Self-service - Provide employees and customers with help topics, release notes, and other self-help documentation.
- Track Resolved Incidents - Add resolved incidents to the knowledge base to enable self-service and speed diagnosis and resolution.
- Easily Search the Knowledge Base - Perform text and keyword searches ranked by relevancy.
- Integrated knowledge notification - Attach knowledge items to incidents, or email them to users.
- Expand Your Knowledge Base with External Knowledge Links - Link TechExcel Service Suite components with third-party knowledge management tools.
- Easy to use HTML knowledge editor

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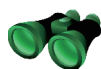
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Knowledge Management - KnowledgeWise

Manage all help desk and IT related knowledge in a single, secure, integrated knowledgebase.

Benefits

- Centralized knowledge base increases efficiency, mitigates data risk, and facilitates collaboration between teams.
- Define relationships between knowledge and related work items by associating knowledge items with incidents, opportunities, or work projects
- Enable and improve self-service and speed diagnosis and resolution by adding resolved incidents to the knowledge base.