



# Service Management

## MODERNIZING SERVICE MANAGEMENT

The pressure is on to improve alignment between IT and the business and deliver more strategic value to the company. But how can you get there fast, without breaking the bank?

The answer is HEAT Service Management. Our modern approach to service management blends best practices with configurable tools to manage infrastructure and control costs. With HEAT, you have the complete solution you need to cost-effectively deliver services that bolster business value.

HEAT Service Management can help you Maximize Operational Efficiencies, Reduce IT Costs, and Improve Service Quality and Compliance. With HEAT, you'll:

- Reduce service desk call volume by up to 80%
  - Maximizing Operational Efficiencies
- Reduce downtime due to unplanned or unapproved changes by up to 75%
  - Cutting IT Costs
- Reduce number of status calls received by up to 80%
  - Improving Service Quality and Compliance

HEAT Service Management is modernizing the service desk, helping IT deliver more value to the business. It brings together a comprehensive set of service and lifecycle products that are designed to improve service levels and productivity, follow best practices and achieve standardization, and align IT to the delivery of business value. Whether you are looking for a basic HelpDesk or need to perform more advanced Service Management processes, whether you support internal or external customers or both, HEAT Service Management can easily scale and adapt to meet your specific business needs.

With HEAT Client Management you can efficiently **plan** for global software rollouts, automatically **package** the necessary software, operating systems, drivers and configurations, **verify** and pilot the software change before production, automatically **deploy** the software to the end user, **monitor** and enforce compliance as well as **update** and remove software as necessary to stay aligned with dynamic business demands.

#### Smarter

Smarter IT service management starts with automation. Utilizing proven best practice templates, HEAT provides automation for nearly every conceivable IT service process. Because pre-defined workflow anticipates what users need, processes are smarter with HEAT. Only the information that is relevant to the analysis and workflow step is presented, reducing confusion and boosting productivity.

“Most incidents are closed within 24 hours, easily surpassing our targeted metrics.”

Gert Larsen  
Service Desk Manager,  
Denmark Ministry of Foreign Affairs

#### Preventative

Preventing problems before they occur will help you build a positive service reputation with customers and with the business. Proactive problem trending with HEAT allows you to identify and address potential issues before they impact customers.

#### Proactive

When problems do occur, you can proactively communicate with customers using voice-enabled “zero-touch” support. Pushing broadcast outage and alert messages to customers lets them know you are on top of the problem. When service is restored, HEAT automatically sends updates, successfully closing the communication loop with customers. Because HEAT has

pioneered the voice-enabled service desk, you can now empower customers to automatically log and close incidents using intuitive voice prompts and integrated workflow. These outbound and inbound automations not only reduce call volume and contain costs, but also help improve customer communication and satisfaction.

#### Extensible Platform

The HEAT Service management solution utilizes a robust and common architectural platform, which includes reporting and analytic dashboards, a business process automation and integration platform, and a next generation customization and configuration platform that helps the solution meet your unique business requirements.

#### Integrated Client Management

In order for the modern service desk to function at the highest level, it must have access to the most current asset information. Our HEAT Client management application enables customers to effectively discover asset information and analyze, package, and deploy software with minimal effort. When integrated, HEAT Service Management and Client Management provide a robust set of tools that allow the service desk to quickly analyze and remediate issues directly from the service desk. Customers can also effectively request, install, and remediate their own issues from our web-based self-service and service catalog modules, further reducing call volume and costs.

#### Intuitive

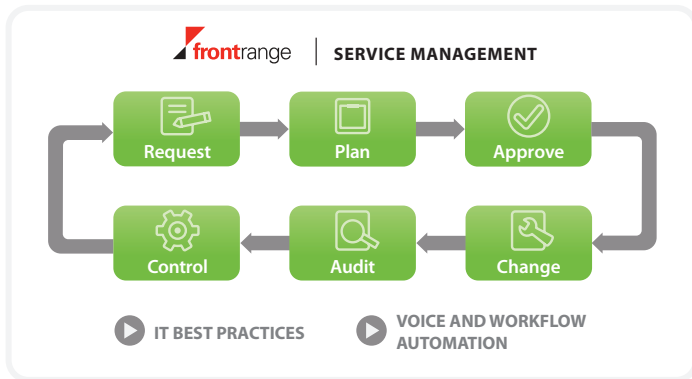
Great customer experience starts with the self-service and service catalog portal. This user-friendly environment provides one stop shopping for all service tasks, from accessing FAQs and broadcast announcements to requesting services and tracking status. An intuitive interface guides customers through self-help and service request processes. Customers can browse the service catalog to view service descriptions, target delivery dates, and associated costs in a single view and are presented with a summary preview before submitting the request. Complete transparency increases customer confidence, increasing the likelihood that they will serve themselves rather than call the service desk.

#### Empowering

HEAT puts the power of designing services in the hands of non-technical business users. Our Service Catalog solution allows business unit managers and service providers to create service definitions, design fulfillment workflow, and publish services all within an intuitive, drag-and-drop interface.

## Complete Life-Cycle Approach

HEAT Service Management allows you to take control of your infrastructure with end-to-end change release configuration management workflows and best practice templates, so you can monitor and manage your assets from a single location.



For example, with HEAT Service Management solutions you can easily request a service or change, plan for appropriate remediation measures, automatically approve and authorize the request, implement the change to your users, audit the successful completion and service level agreements associated with the change, and control your services portfolio on an ongoing basis to ensure enhanced service quality and customer satisfaction.

### Request

Requests can come in at any time, from anywhere, and in many forms, so it's important that you are prepared to handle multiple types of requests, from mission critical alerts to simple everyday problems.

### Plan

Solid planning can make or break the success of a service response. You need the right planning tools to help you make the right decision. HEAT Change Calendars, Service Maps and Risk Analysis tools help you guide your decision making from start to finish, ensuring that your business is ready for all types of service requests before they come in.

### Approve

Not every request requires an approval process, however there are times when you need approval from a manager or from multiple sources.. That's why HEAT comes with several out-of-the-box request templates with pre-approved workflow options, allowing you to easily configure approval based on your business needs. Bi-directional approval notifications can be sent using our email and voice solutions, as well as our web-based self-service platform.

### Change

Implementing changes, whether simple like a quick software patch, or complex like a Windows 7 roll-out, requires a tight and robust release management schedule that allows you to see a complete picture of all activities and timelines involved in implementing the change. HEAT Service Management gives you all the necessary information you need to make sure your changes are implemented successfully and with the right level of control and accuracy. When combined with HEAT Client management, you'll experience the added benefit of automated software deployment, saving you time and money while improving customer satisfaction.

### Audit

Once changes have been implemented, it's important to verify that all aspects of the change were made correctly. With HEAT dashboards and alerts, you can easily determine whether or not a change was made successfully.

### Control

On-going analysis is important to understanding how effective you are at managing your services portfolio and implementing changes, especially when they are tied to key business services. HEAT provides flexible and robust KPI reporting to help you analyze the information you need to make the right decisions and continuously improve your overall service delivery levels, resulting in better customer satisfaction.

## Real Business Value

HEAT Service Management provides real business value out of the box. With built-in best practices, out-of-the-box templates, and closed loop automation and workflow, customers quickly realize measurable benefits with HEAT.

“We now have the ability to stop thinking system and start thinking service, which has fundamentally changed the way we look at ourselves and align ourselves to the business.”

Shuba Raniga  
IS Services Manager,  
The Warehouse Group

## Service Management Business Value



- Maximize operational efficiencies with built in best practices and automation workflow
- Reduce IT cost by reducing unplanned changes in order to maintain a desired state and employee productivity
- Improve service quality and compliance with real-time dashboards and analytics for analysts and voice notification services

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