FLYER

VALUEMATION INCIDENT MANAGER

IT support receives all sorts of incident reports and queries from end users. Rapid rectification and prioritization of problems on the basis of service level agreements is crucial, especially for business-critical services. Access to reliable information on business services, IT infrastructure, customer-specific configuration data and agreements and documented solution knowledge therefore makes a major contribution to handling tickets more efficiently and closing them out lastingly. Standardized and largely automated processes ensure that incidents are dealt with faster and more cost-effectively.

Objectives

—— The Valuemation Incident Manager is a professional help desk software. It supports IT service desk and support staff in efficiently correcting faults and malfunctions and so in restoring the availability of services and mission-critical applications as fast as possible. Incidents are systematically recorded and handled based on standardized processes. In this way, you'll greatly increase the service quality and efficiency of your service desk and lower your immediate service costs as well as any subsequent, downstream costs that might arise from service level violations.

BENEFITS

Valuemation enables you to

Speed up ticket entry, prioritization and handling by automated, ITIL®-compliant processes out of the box thanks to professional help desk software

Reduce the volume of tickets and service costs sustainably by means of an integrated self-service solution for end users

Rectify problems that arise quickly and efficiently, since support staff can access documented solutions

Systematically optimize service processes by means of insightful KPIs, dashboards and ad-hoc analyses
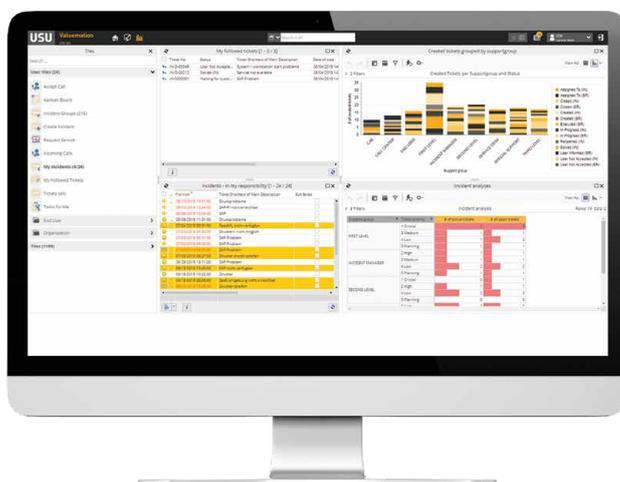
Optimization and controlling of ticket handling with KPIs provided in graphical form

Quick Entry, Routing and Handling of Tickets

—— Valuemation supports rapid registration, classification, prioritization, processing, forwarding, tracking/tracing, resolution and closing out of tickets. The integrated Kanban Board means tickets can be handled simply by drag & drop – from when they are received to when they are closed. It also offers an ideal overview of all tickets to be handled, which can be sorted by any desired criteria (date, priority, etc.). In Valuemation, tickets can be entered manually or generated automatically and processed via interfaces, such as by telephone, e-mail, chat, event monitoring, via the intranet/website and using model devices and self-service applications. With help of intelligent analyzing functions the meaning of a ticket is automatically determined; the ticket is classified accordingly and assigned to the responsible agent group. If desired, you can link incidents with other tickets, such as calls, service requests, workarounds, problems and change requests (RFCs). Tickets can be escalated to Problem Management or sent for further processing in the Request Management and Change Management departments directly from the original incident intake point.

Clear Identification of Users and CIs

—— When dealing with tickets, you can use detailed information on configuration items (CIs), such as device configurations, associated components and connections/dependencies from the configuration management database (optional Valuemation CMDB Manager). The IT Asset Management Repository (optional Valuemation Asset Manager) supplies extended information on users, cost centers and service level agreements. This data is automatically assigned when tickets are entered electronically or is already available when support calls are taken by phone and if CTI integration is in place. As a result, you can clearly identify the affected service/workstation and associated CIs and quickly assign and handle tickets.

Rapid and Lasting Rectification of Problems

—— Access to the optionally integrated IT knowledge base Valuemation Knowledge Manager shortens the ticket handling process dramatically. The search function can be used directly from within the ticket view, and all the information relevant to finding a solution is automatically included in the search. If a proposed solution is selected and confirmed, it is automatically added to the ticket and saved with it. It only takes a few mouse clicks to identify the solution and close out the ticket.

Document and Analyze Ticket Handling

—— You receive automatic notification by e-mail at specific (configurable) times in the handling process, such as after entry of a ticket, before the solution/recovery period expires and when a ticket is closed. All the processing steps are completely documented in the ticket. The ticket catalog offers an overview of all ticket activities, including detailed incident descriptions, at all times. The optional solution Valuemation Analytics provides you with additional insightful reports and dashboards with service KPIs and options for ad-hoc analyses. That enables you to measure, analyze and optimize ticket handling processes, for example.