

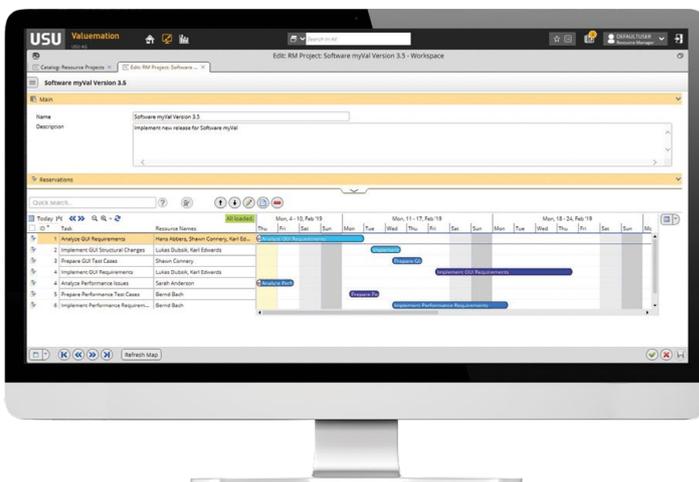
FLYER

VALUEMATION RESOURCE MANAGER

Optimal planning and controlling of resources is a challenge, especially for distributed and growing organizations. So that bottlenecks do not arise in the provision and execution of services, resources must be planned in good time, the availability of specific skills checked and interdependencies in terms of time and place taken into account. Gaps in the utilization of cost-intensive resources should also be avoided. To meet those requirements, you need a central means of controlling resources that integrates seamlessly in existing service management systems and processes.

Objectives

— The Valuation Resource Manager supports you in enabling efficient and cost-optimized use of all types of resource. They can be IT-related or other resources, such as service employees and groups, systems and technical components, services, rooms or the like. You can use it to plan the execution of operational activities in accomplishing service orders, upcoming projects or changes in IT/service operation. To do that, you use insightful visual presentations of existing resources showing details of their availability, utilization, skill profiles and more.



BENEFITS

Valuation enables you to

Reduce service costs by selectively controlling all types of resource, optimizing utilization of them and avoiding bottlenecks

Increase your service customers' satisfaction by accomplishing orders on time and to a high quality and being able to provide information on an order's status at all times

Save time in deployment planning by simple requirements planning for resources, high transparency on their utilization and interdependencies

Reserve, replenish or release resources proactively because you can see early on how resource requirements and demand are developing

Project view with time-related availability of resources

KEY FACTS

The Valuation Resource Manager is a module in USU's Valuation suite. You can use it to

Plan, manage and control the use of all types of resource

See all the available resources and their necessary characteristics or skills at a glance

Quickly find bottlenecks or utilization gaps and optimize the latter in a pinpointed way

Plan the deployment of service staff using familiar functions for schedule and route planning

INFO

Other relevant modules:

- Field Support Manager
- Service Request Manager
- Business Process Manager

Optimum Resource Utilization

— The Valuation Resource Manager lets you create transparency on your available resources and their variants, such as skill profiles or technical parameters. Intelligent filter and selection options mean you quickly see which resources with the required or similar profiles are free or already planned. The goal is to ensure constant use of resources without bottlenecks or avoid excess gaps in their utilization. As a result, you can accomplish current orders for your service customers on time and use free capacities selectively for maintenance windows.

Support for Different Perspectives

— Whether you are streamlining and controlling projects, planning the deployment of service staff or providing other services: The project view helps you manage tasks, shows their interdependencies (predecessors/successors) and lets you assign the required resources directly. You can create projects and tasks either manually or automatically – for example, process instances and their activities can be derived directly from IT tickets and service requests. In the resource view, you can see the use and degree of utilization of the resource in question and take them into account in assigning orders or activities.

Flexible and Intuitive Control of Resources

— In controlling orders and planning resources – in particular service employees – you use the calendar function with its various dimensions and zoom-in/zoom-out functions for aggregated or detailed views. For the respective resources, you immediately see the dynamic and cumulative workload.

High Efficiency due to Automation of Service Operations

— The Valuation Field Support Manager can be optionally integrated, enabling service employees to have customers on site confirm that orders have been accomplished and to report them as completed via their mobile device. The confirmation is then automatically processed in Valuation. You define which process steps are relevant using the Business Process Engine, which provides you with predefined process templates you can adapt/model flexibly by yourself. You there by establish a high degree of automation throughout the service process – from ordering to service delivery to billing – and boost efficiency in service operations.