

# Supportworks ITSM Foundations IT Service Management Made Simple



# Supportworks ITSM Foundations - IT Service Management Made Simple

The IT Infrastructure Library (ITIL) produced in the 1980s by the UK Office of Government & Commerce (OGC) has enabled organizations to implement processes to manage and improve the services IT offers to the business. ITIL is now globally recognized and the most widely adopted framework for improving the services IT delivers to the business.

ITIL can be viewed as a 'silver bullet' and projects launched to "implement ITIL" frequently stagnate. In 2006, research by the Service Desk Institute and Hornbill found that less than 7% of European organizations adopting ITIL implemented as few as four processes. Incident, Problem and Change Management were the most commonly adopted processes,

with Configuration Management proving to be a stumbling block for many. IT organizations have matured since then, with a comparative study in 2009 showing wider adoption of more processes under ITIL V2 & V3, although Incident, Problem and Change Management are still by far the most widely adopted.

Supportworks ITSM Foundations is the ideal solution for organizations that are adopting ITIL for the first time. It provides the most commonly adopted ITIL processes pre-packaged to ensure that value is realized in the shortest possible time.

## Demonstrate Quick Wins

A number of studies have shown that an organization's typical span of attention is around six months. If an improvement program does not demonstrate business value within this six-month window it is likely to fade and die. To capture the attention of executive management, and more importantly, secure their on-going support, it is vital to demonstrate 'quick wins' early on.

Based on Hornbill's industry-leading and award-winning family of IT Service Management solutions, Supportworks ITSM Foundations enables IT organizations to rapidly adopt

ITIL processes and deliver those vital quick wins, offering a solid base for on-going IT Service improvement as ITIL maturity develops.

The solution is easy to deploy, in days, not weeks - and is affordable for organizations that need a quick start in service management. Supportworks ITSM Foundations automates many aspects of IT Service Management, increases IT staff productivity and makes it easier for IT staff to deliver services with a business focus.

## Human Touch

The existence of the 'human touch' when delivering support ranks very highly with customers. Poorly directed technology can put a barrier between the customer and the support desk, creating layers of bureaucracy and slowing down resolution. If service is to improve, the customer experience must be a major focus for every interaction between IT and the business.

"ITIL is less likely to be successful if it is implemented purely as a way of managing processes and far more likely to be successful if it is implemented as an initiative to change the entire ethos of the IT Department and to deliver benefits to the organization as a whole"

Service Futures Group

## Closer to the Customer

Supportworks ITSM Foundations empowers service desk staff by presenting them with valuable information about the customer, enabling them to tailor their response to deliver a better customer experience. Relevant information, such as the customer's priority services, their general competence with technology and satisfaction with IT service quality enables IT staff to respond in the most appropriate manner and deliver the best possible service experience to each customer.

Customer service is neither a department or a process - it is an 'attitude'. The 'human touch' within Supportworks ITSM Foundations empowers service desk staff, enabling them to make a real difference to the customer's perception of service quality.



## Hornbill Enterprise Services Platform (ESP)

Unlike other solutions, Supportworks ITSM Foundations is non-prescriptive and can be configured to meet additional business processes not strictly defined within a conventional IT Service Management environment, providing ultimate flexibility. Built on Hornbill's ESP technology, Supportworks ITSM Foundations allows the customer to pick and choose the elements of the solution that best meets precise requirements.

Other complementary service desks can be delivered using the Enterprise Services Platform technology. Service Desks for HR, Facilities, or Customer Complaints may be created maximizing the return on investment, whilst reducing licensing costs and maintenance overheads typically associated with running separate service desk products.



# Internal and External Customers

Supportworks ITSM Foundations caters for both internal and external customer support environments, without extensive customization. External customer support features include the ability to manage multiple business clients and their

associated service level agreements, configuration items (assets), and complex organizational hierarchies. If external support is not required, a simple configuration option disables these features.

# Fast to Deploy, Easy to Configure

Supportworks ITSM Foundations provides the optimum combination of call management automation, functionality and flexibility, delivering a comprehensive IT Service Management solution that satisfies most IT service management requirements right out-of-the-box.

Supportworks ITSM Foundations does not require specialist programming skills to configure. A series of wizards and drag 'n' drop design environments greatly simplifies configuration, allowing any competent IT professional to modify the application without specialist knowledge.

## Solution Features

- Supports the most commonly adopted ITIL processes out-of-the-box
- Configurable user interface
- Internal and external customer service desk environments supported
- Call and task management automation
- Resource scheduling and calendaring
- Tight e-mail integration with automated customer communication
- KnowledgeBase for common problems and solutions
- Guided decision-tree operator scripts
- Full rights management to control access by technicians and customers
- Comprehensive wizard-driven reporting engine
- Ticker bar for up-to-the-minute alerts to technicians
- Integrates with best of breed network/desktop management solutions
- Comprehensive reporting engine with report scheduling and automated delivery
- Web SelfService portal for customers
- 'Human Touch' features that drive service quality and customer satisfaction

## Business Benefits

- Simple to install, fast to deploy
- Familiar look and feel reduces training overhead
- Delivers business value in the shortest possible time
- Automate service requests from customers
- Increase IT productivity
- Manage IT resources more effectively
- Reduce the cost of IT support
- Improve quality of service and customer satisfaction

# Solution Features

## Flexible incident management

Support Requests can be submitted by customers by telephone, email, or via the Web to ensure that support can be accessed whenever and wherever it is needed. Service Desk staff are afforded the same degree of flexibility, with interface options of a richly featured Windows or Web-based client, ensuring that support staff can always be connected, regardless of their location. The modern Microsoft Office 'look and feel' promotes instant familiarity, and service desk staff are assisted in resolving incidents through direct access to the KnowledgeBase and other common support applications from within a single interface.



## Prevent issues recurring with problem management

Multiple incidents are often caused by a common root cause, and Problem Management within Supportworks ITSM Foundations can assist IT professionals to identify these

trends, reduce end-user downtime and provide a more proactive service.

## Reduce 'unexpected' outages with change management

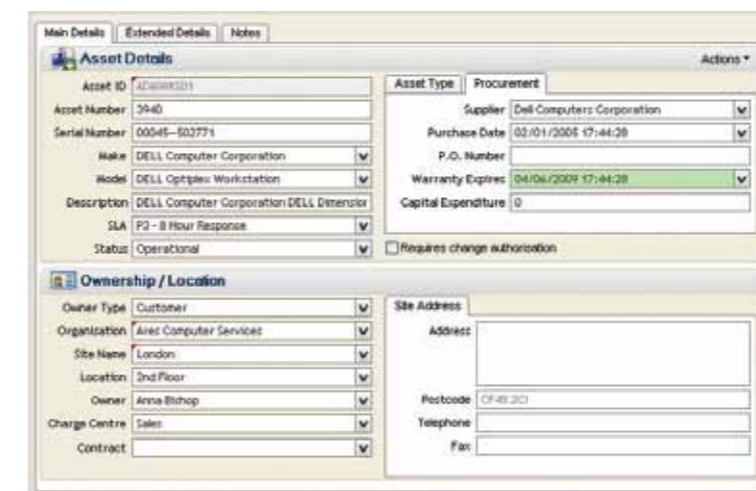
Supportworks ITSM Foundations provides a structured approach to changes, from initial assessment through to impact analysis, scheduling of the change and post-implementation review. Change templates enable certain

changes to be fast-tracked and others subject to authorization. Any incidents or configuration items affected by the change may be associated to ensure tight control and auditing of the change schedule.

## Powerful asset/configuration item management

Integration with several industry standard Asset discovery tools (such as Hornbill's Assetworks Discovery, Microsoft SMS etc), enables the Supportworks asset/configuration item database to be automatically populated with data as changes are made to the infrastructure. In addition, integration with

remote control tools provides a seamless single interface for service desk staff to investigate issues whilst the customer is on the phone, increasing the opportunity for a first time fix.



# Solution Features

## KnowledgeBase

Supportworks ITSM Foundations includes a KnowledgeBase that can be used to organize Microsoft Office documents, PDF documents, FAQs and create knowledge documents when closing incident or problem tickets. Pre-defined operator scripts guide inexperienced operators through a

series of questions that adapt in a 'decision tree' style according to the answers provided to assist with issue resolution. All of this functionality is provided with Supportworks ITSM Foundations without the need to purchase extra modules.

## Never miss an escalation with service level management

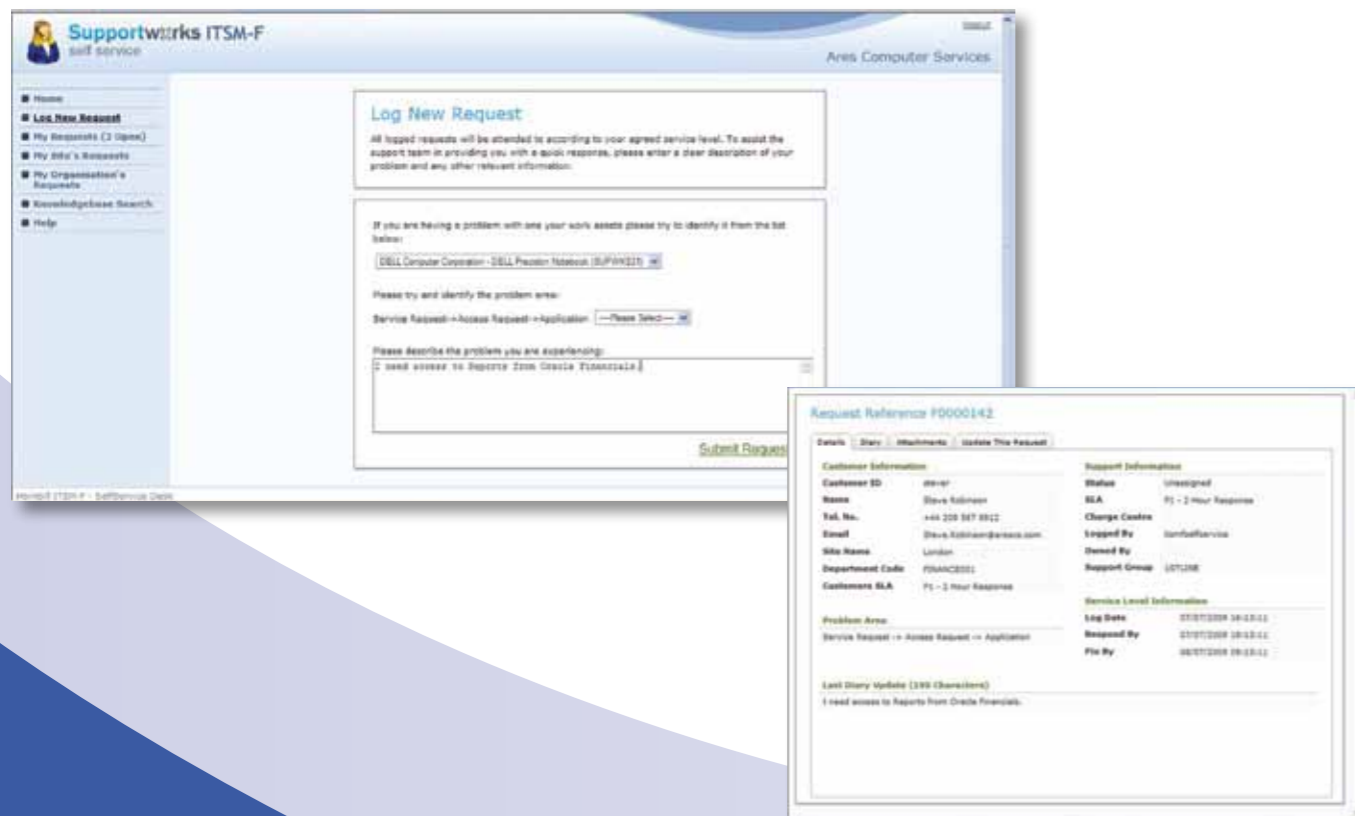
Supportworks ITSM Foundations includes a fully configurable Service Level Agreement (SLA) engine, with support for international time zones. Service Level Triggers define escalation and notification options, which include the pop-up Supportworks Messenger, email and even SMS text messages

to mobile phones. This ensures that no request reaches a response or fix deadline without warning being issued to relevant support staff. Additionally, Operational Level Agreements (OLAs) can be used to monitor third-party service providers.

## Enabling customers to help themselves through SelfService

Supportworks SelfService provides easy-to-use screens to guide customers naturally through a non-technical experience, written in plain business language. Through their own login, customers can visit the SelfService portal and read public announcements on service availability, make requests and receive updates on open calls. Applicable to any service

department such as IT, Facilities, HR or Customer desks, SelfService provides a first port of call, allowing users to help themselves in their own time, without the cost and restrictions of speaking directly to a service team. If a solution can not be found by the customer, calls can be logged automatically with the appropriate support group.



“Hornbill’s Supportworks solution required minimum customisation which, given that we were working to fairly tight timescales and a limited budget, was a key consideration.”

The National Archives

“There is no doubt that with Hornbill’s service desk solutions we have achieved efficiencies across the board. The customisation has been relatively straightforward, our support team can easily switch between different service functions and each part of the business is benefiting from improved central information recording and reporting.”

Greggs plc

“For us, it is really important that the product is easy to use, in order that we can encourage its adoption across the organisation. It has to deliver tangible productivity benefits very easily.”

University of Glasgow

“Since implementing Supportworks we have achieved many of our business goals. In addition, in just the first six months of use, the system has already paid for itself in the efficiencies that we have gained.”

IDBS

“The ease of use, particularly in the management of priority calls and SLAs has, we believe, enabled us to manage our workload better resulting in faster response times to customers.”

Kent County Council

“The web portal and ITIL compatible processes have enabled us to work more effectively, which in turn means we can resolve queries faster and minimise user downtime.”

Knight Frank



## About Hornbill Systems

Hornbill's Service Management software, with a 'Human Touch', enables organizations to provide excellent customer service, while benefiting from the economies of consolidation on a single technology platform. Supportworks' service desk applications are designed for rapid deployment within any employee or customer support environment, including ITIL-compatible IT Service Management, IT Helpdesk, Customer Service, HR and Facilities Management, with the flexibility to build additional desks at minimal extra cost.

Hornbill's software supports customers at thousands of commercial and governmental sites worldwide. Hornbill Systems was founded in the UK in 1995 and has US offices in Dallas and New York.

Hornbill has earned many industry accolades, including; Service Desk Institute 'IT Service and Support Technology Supplier of the Year' for 2008, 'Best Business use of Support Technology' with Sharp Electronics and 'Support Excellence Award for Smaller Helpdesks' with Camelot in 2005.

High-profile customers include Atos Origin (Athens Olympics 2004, Torino Winter Olympics 2006 and Beijing Olympics 2008), Buckinghamshire Hospitals NHS Trust, Kent County Council, Greggs, London Metropolitan University, RSPB, Chubb Insurance, House of Fraser, Halfords, The National Archives and Camelot.

For more information about Hornbill's customers and solutions, please visit: [www.hornbill.com](http://www.hornbill.com)

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