

# Clientele ITSM

## *Service Management*



Be clever

Clientele  
ITSM

Complete. *Not complex*

## Benefits of Clientele ITSM



The Clientele IT Service Management (ITSM) solution enables you to offer timely and expert IT services with a personal level of detail that will impress your users. It provides all the features needed for detailed management of incidents, problems, changes, configurations and the required service level. Furthermore, the Clientele ITSM core product has many extras that increase ease of use while saving time and money at the same time. Clientele ITSM targets mid-tier organisations, is 100% web-based, and is available in multiple languages at no extra cost.

An IT infrastructure that functions properly is essential for the quality and continuity of business processes within an organisation. This therefore places significant and broad demands on IT service management. Clientele ITSM is the solution for both simple and complex IT environments. The software is ideal for medium-sized organisations globally with local or centralized IT management.

### Easy Integration

Although the connector facilitates almost any user-defined integration, Clientele ITSM also offers a set of standard integrations such as for Sharepoint and the various Office applications. A link to Active Directory and Microsoft System Center tools is also offered. There are other standard integrations for products including SAP, Oracle, Novell and suppliers of market leading inventory and monitoring tools.

“We understand the needs of the mid tier market”

### Flexibility

Clientele can be accessed via the Internet and therefore can be installed in a central location that offers access to both users and customers (internal/external) 24 hours a day if desired. Clientele ITSM is simple to manage and highly customisable so that the application can be completely aligned with your processes.

### Reliability

Clientele ITSM is entirely based on Microsoft.NET. This contemporary platform is extremely reliable and ideal for communicating with third-party systems and exchanging data via the Internet. Scalability is guaranteed. The application has successfully proved itself in both simple and complex infrastructures through the use of a Service Oriented Architecture.

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## Suitable for your type of organisation



### Time zones and language

Users or customers may be located in different parts of the world. This has a direct impact on your service agreements if there are time differences. Clientele ITSM takes account of different time zones and automatically adjusts the applicable response times, resolution times and escalation procedures accordingly. Language barriers are also broken down since multilingual capability is supported as standard at no extra cost.

### Transparent Pricing Model

The Clientele ITSM license model is based on the out of the box (all in one) principle. Standard configuration options allow you to specify precisely what should be activated in any given phase. This means you can make changes to the application with no loss of time and without the need to invest in extra module licenses.

Clientele ITSM is ITIL Verified in the key processes of IT Service Management



## Customisation as standard within any IT environment

Business support software is seldom used alone. Applications share the same information to protect its integrity and commonly used applications work together to improve and simplify work processes. Clientele ITSM offers many standardised options for implementing interfaces quickly and securely and for integration between applications. Moreover, organisations can implement simple yet far-reaching organisation-specific changes themselves and can develop new management functions. Clientele ITSM can be tailored to the specific features of your organisation and therefore adapts to the way your business works rather than the other way round.

### Anytime, anywhere

The Clientele self-service portal based on Microsoft Sharepoint technologies, allows your customers to submit all kinds of requests and to view the status of existing requests. The Knowledge base can be published in the web portal, so you enable your customers to access information quickly, 24 hours a day.

### Regulations

You often hear unofficial standards such as ITIL compliant and supports the ITIL methodology. However the official ITIL Service Support Enhanced certification shows that Clientele ITSM actually supports proven best practices. Moreover this certification can help you comply with regulations such as SOX.

### **Reporting and business intelligence**

Metrics are key to be in control of your service management processes. Clientele ITSM provides you with the right tools at every level. In addition to the numerous standard reports, Clientele ITSM has a data warehouse and associated OLAP cubes, which allows you to create dynamic reports and analyses for a detailed insight into your business performance.

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Business Intelligence complements the extensive standard reporting capabilities by providing dynamic information on demand.

