

# Clientele ITSM Portal

## *Self service and field service*



Complete. *Not complex*

# Self Service and Field Service for both customers and IT staff, anytime anywhere



## Self Service and Field Service Anytime Anywhere

The Clientele ITSM Portal empowers both end users – “customers” and IT staff with access to information, answers to questions and service tasks at their convenience. The Clientele ITSM Portal is a secure, on leading technology infrastructure based web application that is highly adaptable to meet business requirements of IT organizations. It bolsters Clientele IT Service management by enabling self service and field service over the web. Clientele ITSM Portal leverages Microsoft SharePoint technologies, which has effectively commoditized portal infrastructure in the marketplace and lowered the associated overhead. Clientele ITSM Portal adds value by delivering SharePoint compatible Web Parts for Self Service and Field service with seamless integration to Clientele ITSM.

## Empowered End Users Save You Money and Increase Customer Satisfaction

The Self Service Portal can dramatically reduce the number of first-level calls made to the service desk, enabling your IT support staff to concentrate on solving more complicated issues, while reducing IT costs. Customers can submit incidents and service request quick and easy via available templates and check up on the status of calls they have already submitted. By publishing your knowledge base on the web you empower your customers to help themselves to timely information anytime of the day from anywhere in the world. Whether searching your web-enabled knowledge base for a solution, placing a call for assistance, viewing the status of one of their open support calls or checking up on call details your customers remain informed at all times. The result? Increased customer satisfaction because customers are not depending on call queues. And if they can't find an answer, they can always submit a form via the web requesting assistance.

**Satisfied customers and the ease of 24-hour service desk operation**

## Easy Access For Service Engineers

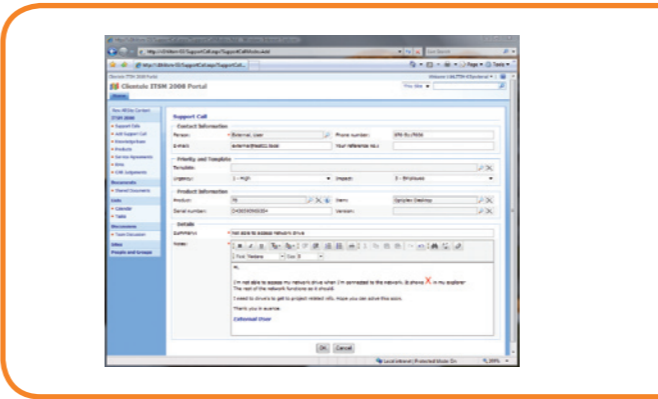
The Clientele ITSM Portal is not only created to deliver a Self Service Portal but is also an extension for Clientele ITSM users in the Field requiring easy access to the key functions of ITSM. Via the ITSM Portal IT support staff in the field has easy but secured access to adjust incidents, service request RFC's, check for new assignments, finalize change advisory board judgments and find information.

Be clever



Complete. *Not complex*

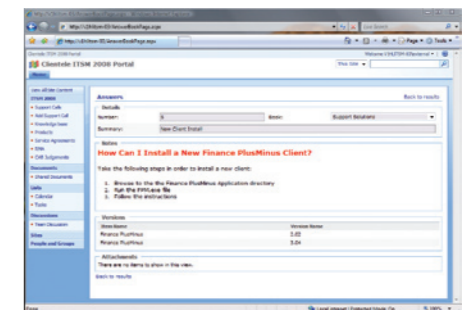
## Key features



## Reduced IT Burden Using Standardized Portal Infrastructure

As said Clientele ITSM leverages Microsoft SharePoint technologies. With more than 40 million seats of SharePoint Portal Server sold since its release, SharePoint Products and Technologies offers rapid deployment, can be implemented with limited or no support and presents a competitive price point – all critical features for midmarket companies. In addition to SharePoint Portal server, the Clientele ITSM portal integrates just as easily with SharePoint Services, which is available from Microsoft as a download for Microsoft Windows Server™ at no additional cost. This allows Mproof customers to either leverage existing SharePoint infrastructure or add SharePoint at a very low price.

- Microsoft SharePoint Technologies portal framework
- Secured and Integrated login
- Automatic user generation
- Role based Self Service
- Field service
- Searchable knowledge base
- Add Support Calls based on templates
- Review existing Support Calls
- Pick up Assigned Support Calls
- View Registered Products
- View Service Agreements
- View RMA's
- Integrates with your existing web site
- Seamless integration of IT Service Management



Item	Requirement
Operating system	Windows Server with latest service packs and updates
Processor	Pentium IV-class, 1.4 Ghz (recommended: multi processor)
RAM	2GB (recommended : 4GB)
Video	1024 x 768, High Color 16 bit
Portal system	MS Windows SharePoint Services or MS Office SharePoint Server with latest service packs and updates
Clientele ITSM	Clientele ITSM version 2008 or higher

### **About Clientele ITSM**

Clientele ITSM is very extensive, out of the box software for service management, including support for the key IT processes outlined by the ITIL best practices. It allows organizations to offer timely and professional IT services with detailed management IT support and IT delivery processes. Comprehensive reporting, trend analyses and performance management functions complete the full ITSM suite. Clientele software is highly customizable and it's service oriented architecture (SOA) and web services provide easy and flexible collaboration. Clientele ITSM has received ITIL certification from Pink Elephant for the most important service management components. For more information, please visit [www.clientele-itsm.com](http://www.clientele-itsm.com)

### **Mproof International**

PO BOX 2117  
2240 CC Wassenaar  
Netherlands

+31 70 5117006  
info@mproof.com  
www.mproof.com

### **About Mproof**

Mproof is a leading provider of IT service management, customer support and self service software solutions. Founded in 1997, Mproof helps their worldwide customer base to professionalize their services and align them with the business needs. Mproof's headquarters are located in the Netherlands. Outside the Netherlands, Mproof cooperates closely with strong channel partners for product sales, implementation and support. Mproof is Microsoft Gold certified partner. For more information, please visit [www.mproof.com](http://www.mproof.com)

