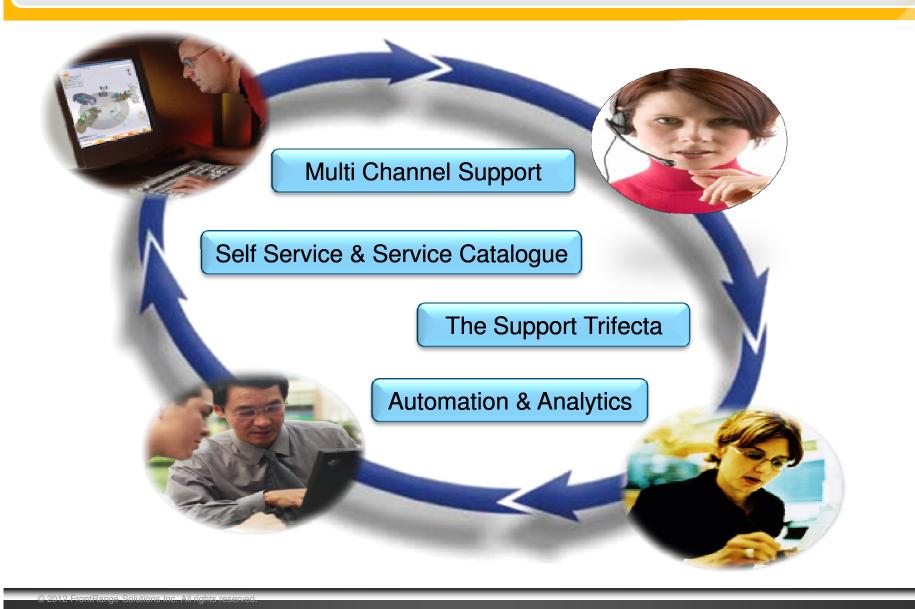


Bill Irvine Solutions Strategy





CIO Agenda 2012



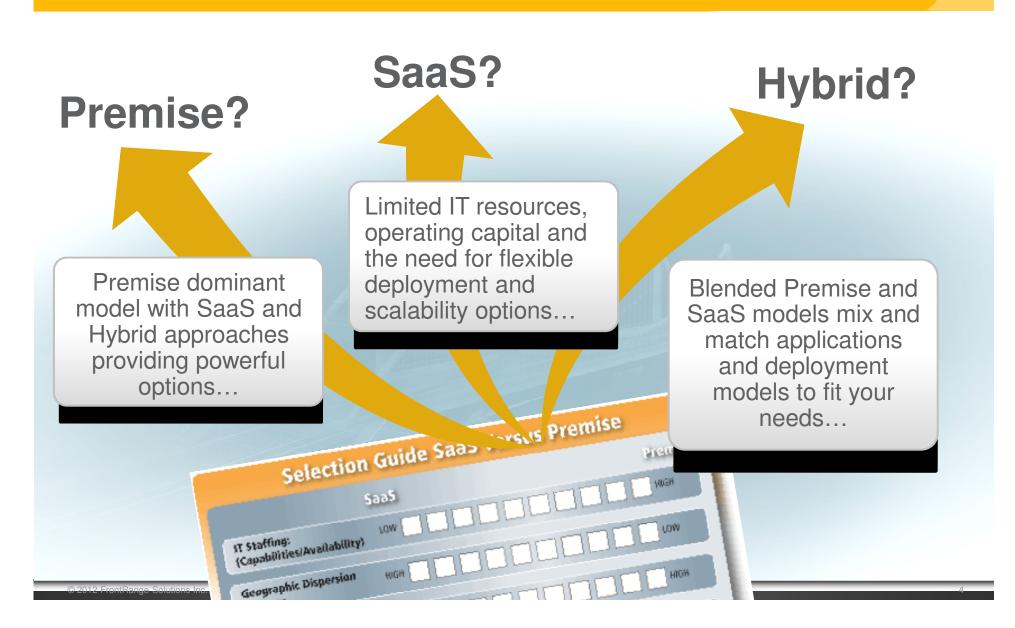
Business strategies call for revenue growth, new connections with customers and reduced costs

Business strategies	-	of business eir top 3 in	-	CIOs selecte	ed as
Ranking	2012	2011	2010	2009	2008
Increasing enterprise growth	1	1	*	*	*
Attracting and retaining new customers	2	2	5	4	2
Reducing enterprise costs	3	3	2	2	5
Creating new products or services (innovation)	4	4	6	8	3
Delivering operational results	5	9	*	*	*
Improving enterprise efficiency	6	8	*	*	*
Improving profitability (margins)	7	21	*	*	*
Attracting and retaining the workforce	8	12	4	3	6
Improving marketing and sales effectiveness	9	18	*	*	*
Expanding into new markets and geographies	10	11	13	10	4
Improving governance, compliance, risk and security	11	10	11	12	14
Implementing finance and management controls	12	25	*	*	*
Improving business processes	13	5	1	1	1

*Not an option that year

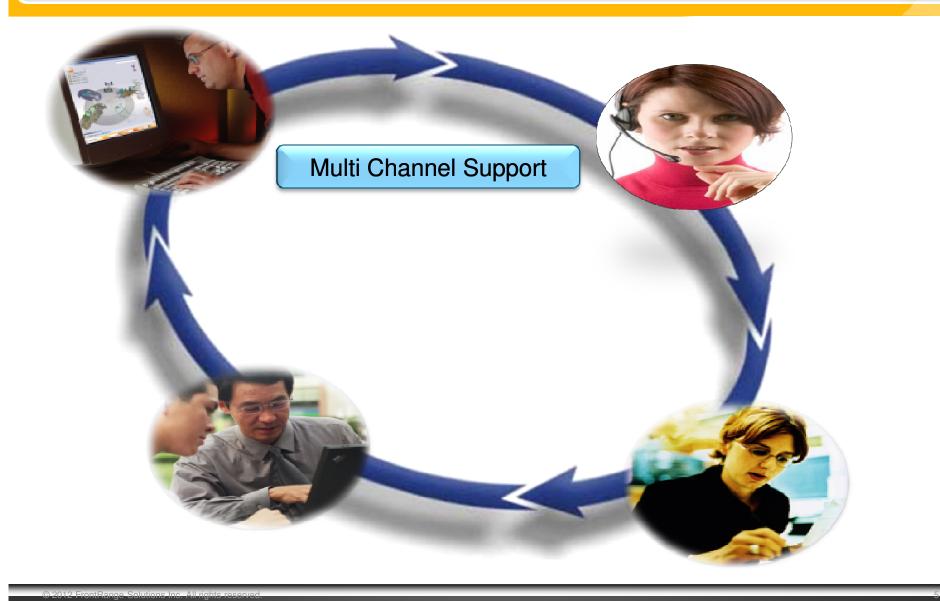
Source: Gartner, Amplifying the Enterprise: The 2012 CIO Agenda, January 2012

Enterprise Growth & Costs - Flexibility



FrontRange >





Multi Channel Support Voice Enablement

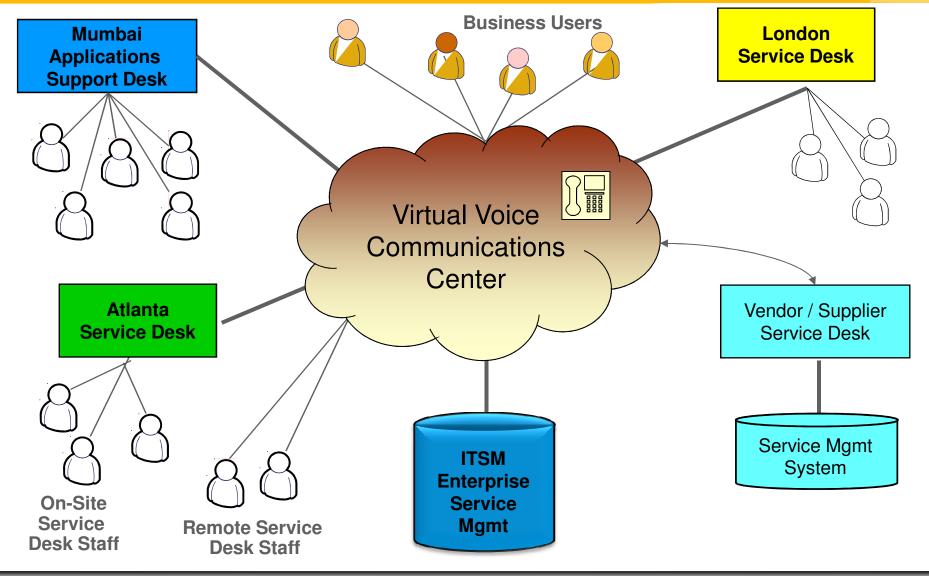


}*FRS Application - Incident				_6
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🐳 Incident: 10298 (Active)				Create a Template:
Customer Marcia S Hendric VIP Summary Cannot connect to Internet application	Priority 3			New Incident Template New Template from Current Incident
👹 Detail 📴 Activity History (3) 🔯 Task (0) 🤌 Attachment (0) 💡 Resolution 💵	Inventory Item (0) Survey Response Workflow Instance			New reinplate from current incluent
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Voice Activity Log (Completed)				
Call Details Agent:				
Call Start Time: 4/17/2010 11:41 AM Call Duration: 00:01:03 Service: ** Undefined **				
Call End Time: 4/17/2010 11:42 AM. Time in Queue: 00:00:14 Call Leg: 1				
Call Duration: 63				
Notes				
Agent Notes				
<u> </u>				
System Notes Agent Disconnected the Call				
Audit Information				
Modified By: Admin On: 4/17/2010 11:42 AM				
UTL 4/17/2010 11:42 AM				
🐉 Start 🛛 🦻 🍎 🎽 k 🕅 FRS Application - Inci				« 🖑 🏭 👰 🧖 👧 10:30 A

Voice for Service Desk

- Captures details of all voice interactions
- "Screen pop" to next available agent
- Tracks all inbound & outbound calls / click to talk
- Automated User
 interactions Password
 Reset, Incident
 Resolution, Request
 Fulfillment etc

Multi Channel Support Virtual Service Desk



FrontRange >

Multi Channel Support Mobile Solutions

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Name Change Ad	visory Board Approval for Cha	
Status	Approved	
Due	6/26/11 9:28 PM	Marcia S Hendric
Ownership		US - Colorado Springs
Team	Professional Services	+1 719.531.50
Owner	ACope	mhendrics@saasitdemo.com
Change	1 item >	
	Quick Actions	Email is not working
	Approve Vote	Email is not working
	Deny Vote	Active
		Email Service
		Client Failure
		Phone
		Operations

On the Move

 Allows mobile employees to view and edit ITSM records on their iPhone or iPad

devices

- Standard extensible Apple HIG user interface
- Field Support dispatch
- Change Approvals
- Management
 Information





ITSM Self Service & Service Catalogue Self Service

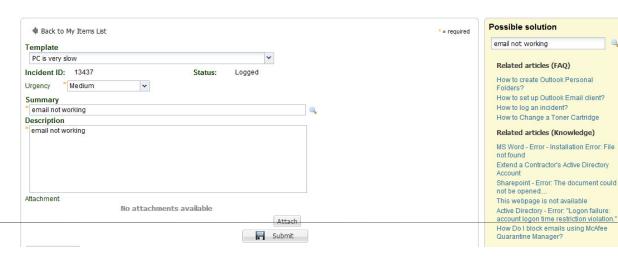


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10314	Outlook	4/19/2010 4:43:.	—	 How to access my voicer 	mail from my desk phone or cell?	
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Ø 10790	Employee Transfer	4/19/2010 4:40:.		 How to enable IIS and MS 	SMQ in Windows XP?	
0787	Employee Transfer	4/19/2010 4:34:	💌	•How to set up Outlook Er	mail client?	
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Self Service

- Provides fast and convenient access for end-users & customers
- Accelerates the delivery of service at an optimized cost
- Flexible and scalable solution to meet the changing needs of an organization

ITSM Self Service & Service Catalogue Self Service



Back to My Items List	* = required	4 Back FAQ	<< Previous
Template PC is very slow		Category: Software	Created b
Incident ID: 13437 Status: Logged Urgency * Medium v Summary * email not working Description * email not working	•	Question: How to set up Outlook Email client? Answer: 1. Go to Start, Programs, Microsoft Office, and click Microsoft Office Outlook 2003. 2. On the Outlook 2003 Startup dialog, Click Next. 3. On the Account Configuration dialog, Select Yes and click Next. 4. On the Server Type dialog, Select Microsoft Exchange Server and click Next. 5. On the Exchange Server Settings dialog, type cs-msx in the Microsoft Exchange Server Settings dialog, type cs-msx in the Microsoft Exchange Server Name, 6. The Exchange server and your user name will be verified and should be recognized.	ck
Attachment No attachments available Attach		Click Next, then Finish. Outlook should launch automatically and start the synchronization process with the Exchange server in COS. This process may take from few minutes to more than an hour, depending on the size of your mailbox and LAN/WAN speed.	
Request Detail	J		
Request Detail: None Added		• III	

Self Service

 Dynamic Incident and Knowledge matching promotes self-help

FrontRange >

SOLUTIONS

- Promotes

 independence
 amongst the user
 population
- Increasing factor in reducing call volume to the Service Desk
- Accelerates the delivery of service at an optimized cost

ITSM Self Service & Service Catalogue Analyst Quotes



"Service Catalogues are the cornerstone of service delivery and automation, and the starting point for any company interested in saving money and improving relationships with the business."

Julie Giera, Vice President, Forrester Research, Inc.

"Although less than 15% of IT organizations currently have a Service Catalogue, by 2013 almost 70% of IT organizations will start to develop and implement one."

Gartner

ITSM Self Service & Service Catalogue *What is a Service Catalogue*



- Industry confusion over the Service Catalogue term
- At its most basic level, the IT Service Catalogue is the service request portal for customers.
- An IT Service Catalogue, is an operational tool to simplify the service request process for customers and to link the tool to automated service delivery processes for improved IT efficiency.

Gartner: The Fundamental Starter Elements for IT Service Portfolio

ITSM Self Service & Service Catalogue *What is a Service Catalogue*



- > The more complex version.....
 - Service Catalogue contains an inventory of services with a hierarchy of all defined Services, Packages and associated Requests
 - The Service Catalog defines all details associated with the top level "Business" Service
 - Visibility of Services & Requests are defined by role you only see the services you contracted for / are entitled to
 - Service records contain descriptions, availability details, response and resolution times, status, interfaces and dependencies of all services
 - Service Requests are actionable activities / provisioning designed to support the higher level Services
 - Services and Requests require associated SLA s/ Commitment

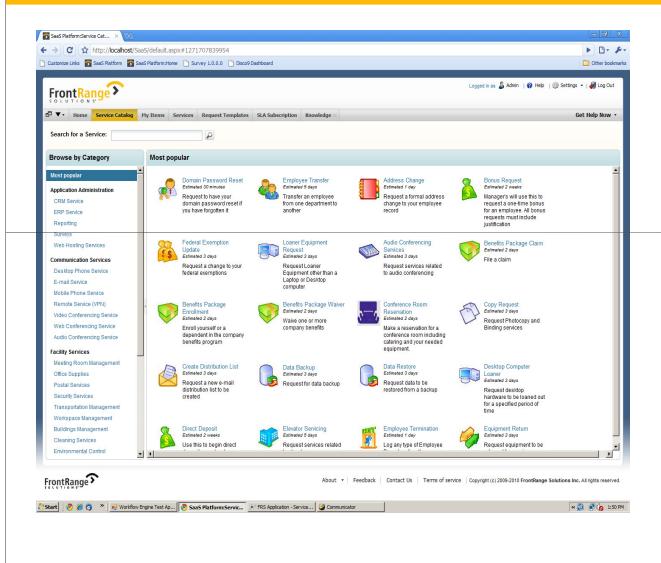
ITSM Self Service & Service Catalogue Service Scope



- IT
- Human Resources
- Operations
- Facilities
- Procurement
- Provisioning
- Workplace Management
- Application Services
- Financials Insurance

ITSM Self Service & Service Catalogue Service Catalogue





Service Catalogue

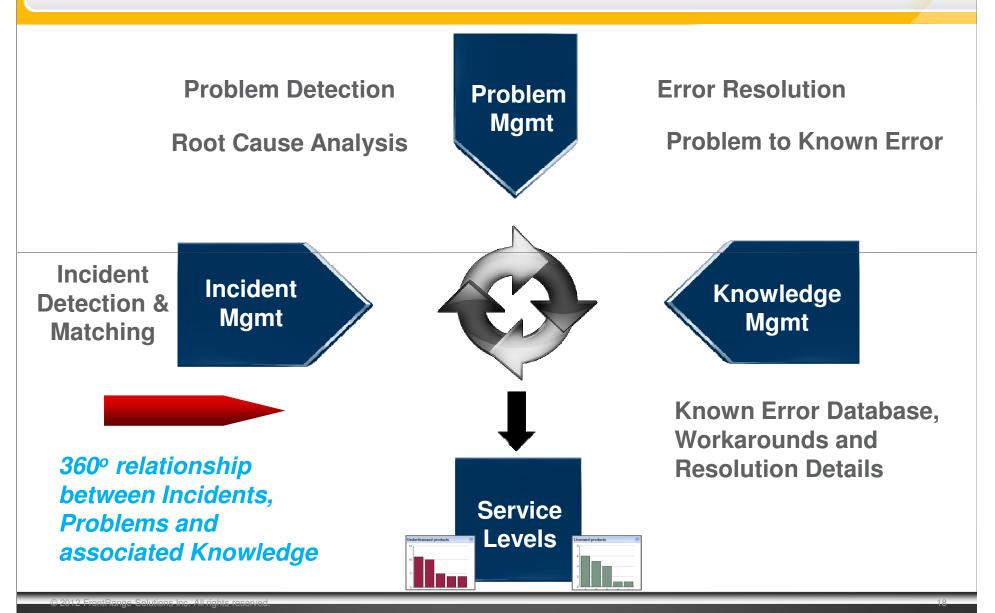
 Provides a friendly, easy to use presentation of all available IT services
 Supports the alignment of IT with the business and encourages better communication across organizations

 Enhances service quality and fulfillment performance





The Support Trifecta Incident, Problem and Knowledge Matching



FrontRange >

The Support Trifecta Incident Management



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	10279	US - Colorado S;	Administrator Admin		Logged	4		Cannot login to Performance Review Syste	Desktop Support			
	10109				Active	2	2/21/2010 11:51 AM	Daily Backup Failure	Desktop Support	Admin		
	10302	US - Colorado Sp	Administrator Admin		Logged	1		Printer - Out of Toner	Desktop Support			
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	10010	US - Dublin	Fred Director		Active	3		another trys	Desktop Support	Admin		
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Incident Management

- Capture of all Incidents
 across all functions
- Fast navigation through
 key information
- Full Voice integration
 - Drives escalation engine, notifications and SLAs
 - Tight integration with related Service Desk functions

The Support Trifecta *Problem Management*



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3	Active	C	OTracker	3	Intranet appears to be down	1/18/2005 12:54 PM													
10035	Active	j¢	ohn	5	ERP Application	4/18/2010 11:16 AM													
			PManager	4	Network access for shared drive is down	3/3/2005 6:03 PM													
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Problem Management

- Engineered to support Incident & Problem Matching
- Captures root cause
 - information and related workarounds
- Populates Known Error Database
- One location for all IT challenges

The Support Trifecta Knowledge Management



Search the Knowledge Base Articles	active drectory	
active directory×		
Browse by Category	Found Items	
All Categories Accessibility Backup	Results per page 10 V Sort by Best Relevancy V << Previous 1	1 Next >>
Desktop Hardware Desktop Phone Desktop Software Documentation	Active Directory - Error:"Your account has been temporarily locked out" Clent entered an incorrect password more than 3 times. Type: Issue User Rating: Keywords: Account, Locked out	
Enterprise Software Mobile Network Hardware	Extend a Contractor's Active Directory Account Type: 08A User Rating: ************************************	
Network Software Printer Shared Folder Windows	Active Directory - Error: "Logon failure: account logon time restriction violation." Users may be working normally from home when suddenly they get an error message when trying to access a file from a network drive: Type: Issue User Rating: ************************************	
Filter Your Results Article Type Knowledge Document Knowledge Error Message Knowledge Batch Knowledge Reference E		
User Rating 1 star or better 2 stars or better 3 stars or better		
4 stars or better	< Previous 1	1 Next >>

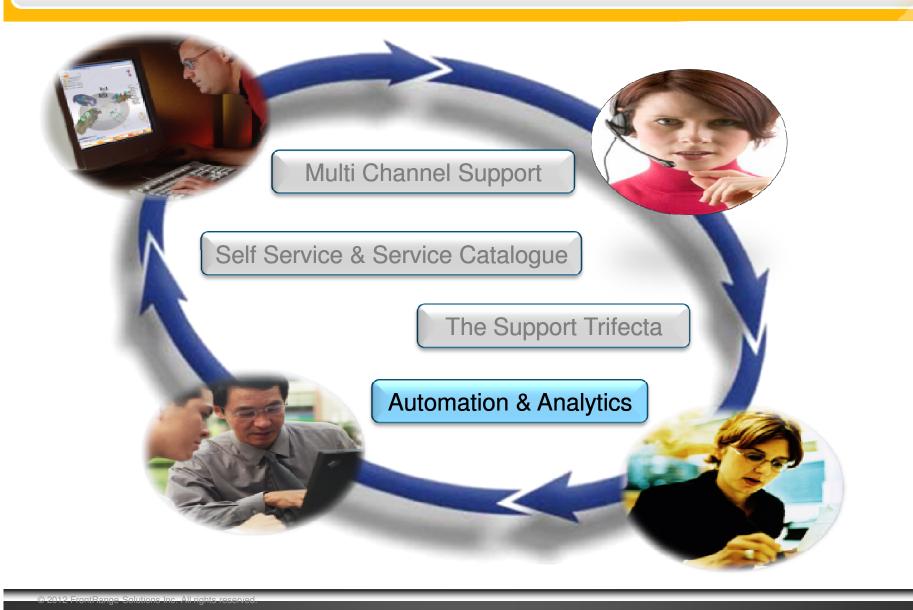
Knowledge Management

- Full Knowledge Management process lifecycle
- End User and Analyst

"containers"

- Dynamic Knowledge, Workarounds, FAQs delivered in "context"
- Fully integrated with all other Self Service & Service Desk functions





Automation and Analytics Business Process and Request Fulfillment



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Workflow Designer and Engine

- Drive the standard processes of Service Provision
- Enables the automation of key business rules
- Provides repeatability and velocity to improve business performance
- Removes the guesswork of "what happens next"
- The engine for Process integration

Automation and Analytics Service Desk Survey



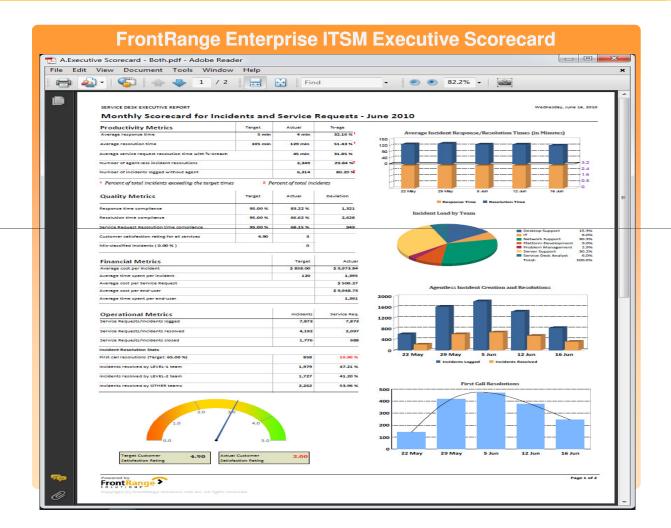
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	Sample Survey	
Page 1 / 1	1.1 On a scale of 1 to 7 where 1 represents "Extremely Satisfied" and 7 represents "Extremely Dissatisfied", how would you rate your level of overall satis Service Desk? *	faction with th
	C 1 C 2 C 3	
	C 4 C 5 C 6 C 7 C DK/NJ/RE	
	1.2 Do you recall your recent contact with the Service Desk? * ° Yes ° No 	
	 1.3 Thinking about your most recent contact, how would you rate the technicians ability to help you or to get you to someone who could help you? Would C Excellent C Yery Good C Good C Fair C Poor C DK/NM/RF 	d you say *

Survey

- Quickly build custom surveys to measure user and customer satisfaction
- Easy distribution and collection of survey results
- Automation and business rules support survey process
- All results tied to related records

Automation and Analytics Dashboards & Reporting





Integrated Analytics

- Voice metrics
- Incident and Request
 Fulfillment KPIs
- Problem and
 - Knowledge Usage
- Survey Results
- Self Help metrics
- Full FCR analysis

Automation and Analytics Dashboards & Reporting



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	Email Service	FrontRange Solutions USA, Inc	Email Silver for FRS USA	Enabled	98.00	1/1/0001 12:00	Resolution Target - 5 Days	89.0	84%
ſ	Email Service	FrontRange Solutions EMFA Ir	Email Gold for FrontRange EMEA	Enabled	97.00	4/13/2010 12:0 =	Response Target - 2 Days	89.0	98%
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Service Level Management

• Easy view of SLA's and the

related services

Review key performance

indicators and service

compliance trending

 Enables more proactive management of performance to key service

targets



Thank You for Attending