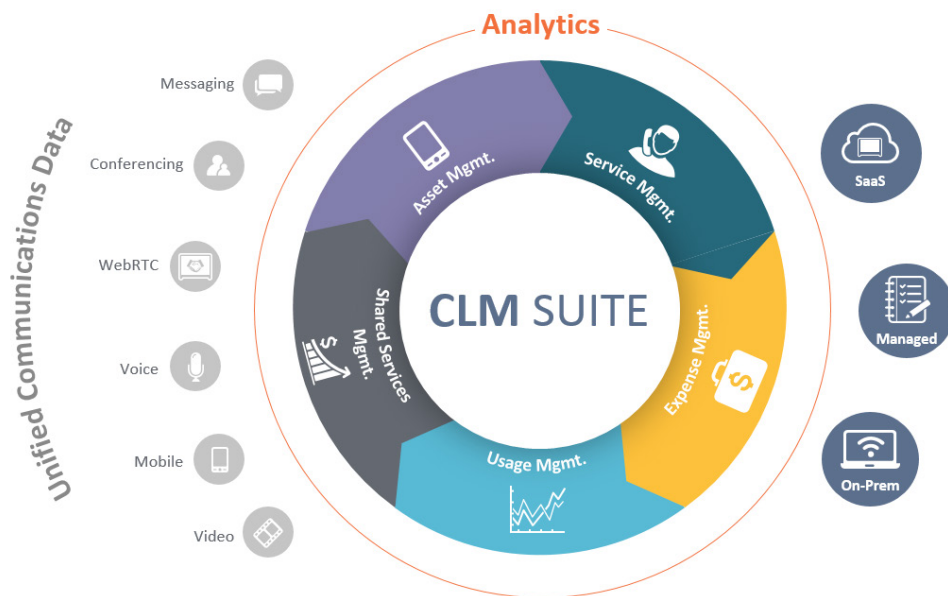




# Service Management – Service Desk



## Business Challenges

Organizations continually face the challenge of reducing operational costs and improving service level quality for an increasing spectrum of new digital services. Conventional methods of relying on an array of customized and disparate support systems create unwanted dependencies on expensive IT support personnel to maintain the integrity of data and produce timely and critical reports. Service delivery teams require comprehensive, integrated business solutions to make the transition from reactive to proactive approaches. A service oriented organization employing a best practices approach will be one which:

- Provides a single point of control that supports electronic fulfillment and immediate insight throughout the lifecycle of all transactions.
- Helps support personnel to quickly identify the business impact of service requests, prioritize resolutions and schedule service delivery resources accordingly.
- Avoids disconnecting or modifying services with critical inter-dependencies.
- Identifies redundant incidents to initiate appropriate problem management activities.
- Reduces resolution times and service outages.
- Enables real-time and comprehensive insight to ensure compliance with service level agreements (SLAs).
- Tracks and automatically charges for consumption of labor services.



- **108 MILLION PROJECTED BYOD DEVICES BY 2016**
- **1.3 BILLION MOBILE WORKERS IN 2015**
- **240 EXTRA WORKING HOURS GAINED FROM MOBILE EMPLOYEES**

- Automatically updates inventories and allocates costs to the respective cost centers.

### Solution

Service Desk integrates the capabilities of the Calero management suite - including Shared Service Management, Expense Management, and Asset Management - with additional systems to alleviate manual intervention and reduce the costs and time required to process service orders and resolve incidents by:

- Enforcing efficient standardization, quick categorization and quality assurance for processing all requests and issues.
- Automating workflow, routing of tasks and status notifications from submission through transaction completion.
- Providing an array of self-service options and customer insight into the lifecycle of service order and incident processing.
- Providing comprehensive insight into organizational performance, financial **Efficient Standardization**

Standardization is governed by Calero's comprehensive configuration change management database (CMDB). Calero provides a flexible suite of business rule options to eliminate inconsistencies and enable more timely and economical resolutions. Business rules are configured directly through the user interface to:

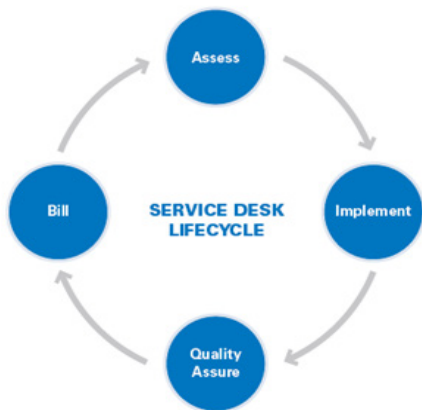
- Organize forms and enforce data entry requirements by service type.

- Automate the population of data by service transaction.
- Categorize and prioritize service requests and incidents by business impact.
- Automate cost tracking and allocation activities for all support operations.
- Establish quality assurance checkpoints that provide an automated audit trail for tracking ownership and guaranteeing proper completion of all activities.
- Continually monitor delivery to SLA KPIs that are embedded in the solution.

It provides the ability to manage all aspects of provisioning, modifying and disconnecting services and resolving incidents. This flexibility allows your organization to incorporate and configure field titles to match your specific terminologies. Calero also provides a means to integrate your own video tutorials and documents directly into the application to facilitate training of new employees.

### Automated Workflow

Service Desk includes powerful workflow capabilities that enable the construction of business processes that govern the communication of completed support activities across support teams. The application's versatility enables organizations to:



- Create task sequencing and task dependency enforcement, ensuring that all related tasks are completed in the correct order.
- Schedule and track tasks across support teams.
- Define approval procedures by organization and service type.
- Eliminate “swivel chair management” by integrating all business processes within a single system.
- Automatically generate notifications upon specific task completion and status changes.
- Improve organizational performance by eliminating the time spent monitoring queues and performing triage assignment.
- Benchmark performance to SLAs.

Requests are automatically routed to the submitter’s designated approving authority before being assigned to Shared Service support

operations. A complete audit trail timestamps every touch point of the service request process, facilitating more comprehensive analysis of service delivery operations.

### Self Service

This solution improves customer satisfaction by providing secure anywhere/anytime access to information regarding the status of a request or incident without the customer having to interact directly with a representative over the phone, or wait for an anonymous, nondescript email response or return call. Service Desk combines the power of an extendable Service Catalog and flexible configuration rules that allow customers to:

- Electronically submit qualified service orders.
- Select menu options by service type that automatically incorporate workflow tasks, approval requirements, required inventory, configuration items and related charges.
- Alleviate manual data entry requirements by automatically populating key information into the transaction.
- Consolidate multi-faceted service orders into a single submission.
- Follow structured withdrawal procedures if a customer decides to cancel a request.

According to research conducted by Forrester, the cost of the average web self-service session is \$1, compared with \$10 for an email

response and \$33 for a telephone call submission. Calero’s self-service capabilities lower operational costs and result in more timely and meaningful event-triggered notifications when compared with conventional methods.

### Comprehensive Insight

Service Desk improves business insight by integrating all business processes within a single system. Its analytics extend beyond traditional mean time to repair (MTTR) and mean time to activate (MTA) analysis by providing comprehensive lifecycle insight. Calero’s dynamic Insight Analytics application includes an array of interactive dashboards to help organizations:

- Conduct efficient root-cause analysis and implement problem management to eliminate recurring incidents through enforced categorization of issues and standardized data entry requirements.
- Measure service level performance and distinguish priority situations via a detailed start-to-finish audit trail of all workflow activities.
- Monitor the operational and financial statuses for all service orders and incidents, including those associated with large, complex projects.
- Effectively manage service order dependencies, due dates, support time and status updates.
- Score performance against SLAs to ensure that commitments are met.



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Dashboards and reports provide multiple perspectives of support activities relative to quantity, frequency, service type, location, organization, support, group and vendor. Information is available in various timeframes (e.g., MTD, YTD). The business intelligence gained by using Service Desk results in proactive service level management by helping organizations continually review and align support operations with business requirements. Service Desk gives your organization the knowledge necessary to meet and exceed SLAs, by identifying problems before they create service issues or financial penalties.

#### Ask your Calero Solutions Consultant to demonstrate how customers are leveraging Service Desk to:

- Enable cost effective self-service order fulfillment that improves customer satisfaction.
- Leverage quality assurance to enforce the integrity of all service orders and incidents.
- Maintain a complete audit trail of all service orders and incident tasks and transactions.
- Alleviate data entry by automatically populating service orders and incidents with essential data based on the secure authenticated login of the submitter.

#### Communications Lifecycle Suite Review

Service Desk is only one component of the entire communications lifecycle suite of solutions. To fully comprehend usage, savings and compliance Calero's CLM suite provides the visibility and control needed to successfully manage telecommunications and its growing demands. From streamlined processes to customized analytics, the organization will experience unparalleled efficiency. The complete suite includes:

- Asset Management
- Expense Management
- Usage Management
- Mobility Managed Services
- Shared Services Management - Chargeback
- Services Management - Service Desk