

++ KEY FACTS

The self-learning solution database USU KnowledgeCenter is a very helpful application for supporting service organizations in continuously increasing their efficiency and service quality.

Here's how USU KnowledgeCenter can benefit you:

- + Fast context-based searches for acceptable solutions
- + Parallel searches in all available data sources with just one query
- + Easy, workflow-supported creation of solution documents
- + Efficient reuse of expert knowledge in dynamic decision trees.

Solution Databases for IT Service Desks

USU KnowledgeCenter is a modular suite of products designed to make information available for knowledge-intensive business processes in an intelligent and targeted manner. It is particularly useful in helping service organizations increase their service quality and decrease their service costs.

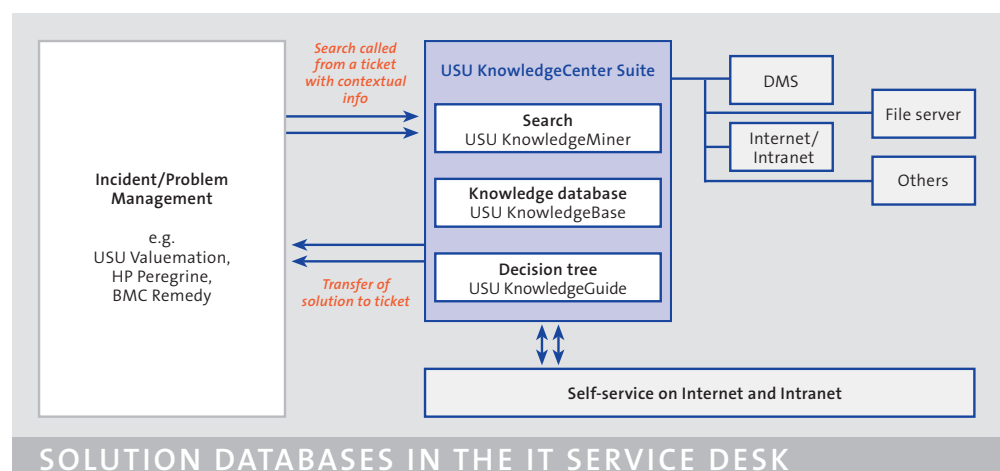
+ The Challenges Facing IT Service Desks

IT service organizations are under growing pressure to continuously increase the quality and efficiency of their services. In practice, this means being able to answer inquiries as quickly, directly and completely as possible during the first contact (maximum first call resolution rate). This also means that common solutions, workarounds and work instructions must be able to be found quickly anywhere, from the front office to up to third-level support, so that they can be

promptly reused as needed. Added to this are the ever-increasing technical requirements. It's no longer enough to only manage the technical infrastructure. Now, support services are expected to also answer specialized questions, such as "How is employee relocation handled in SAP HR?" The introduction of ITIL® standards means there is need for professional process structures that can update existing knowledge, ensure its quality and make it readily available. Similarly, to the greatest extent possible, it's also necessary to make expert knowledge accessible and usable by a non-experts.

+ Provision of Knowledge by IT Service Desks

The USU KnowledgeCenter product suite offers three core modules designed to make service organizations more efficient. In particular, KnowledgeCenter allows end users to get self-service support on the Internet or an Intranet.



SOLUTION DATABASES IN THE IT SERVICE DESK



++ BENEFITS

Within just a short time, USU KnowledgeCenter will allow you to increase service quality through quality-checked solution documents. It'll also decrease your service costs in the following ways:

- + Proven reductions in call handling times by 20-30%*
- + Increased first-call resolution rates*
- + Manual intervention in decision trees reduced by 90%*
- + Excellent hit accuracy rates in document searches and direct access to any sources desired*
- + Optimized availability, completeness and correctness of solution documentation*
- + Integrated reporting functions that can reduce e-mail volumes by up to 90%.*

Its product suite features the following three modules:

USU KnowledgeMiner

This module enables fast and accurate searches for information. It supports parallel searches in almost any kind of information source with just one search query. In addition to the USU KnowledgeBase solutions database and USU KnowledgeGuide, a system of dynamic decision trees (see below for brief descriptions of both), it can also search through external document management systems or Intranet pages. Self-optimizing algorithms ensure that the accuracy of search results (hit accuracy rate) increases with each use and continues to do so without manual intervention by a system administrator. A constant display of automatically updated news is yet another source of information. Furthermore, this module can also be integrated into a ticketing system such as USU Valuemation, BMC Remedy and HP Peregrine. In this case, a search based on information already gathered can be started directly from the ticket registration system.

USU KnowledgeBase

This module is a knowledge database for supporting centralized management and storage of all documents needed to run a service organization.

This system covers the complete life cycle of a document from creation, editing, release, revision on down to eventual archiving. The document types and workflows are very easy to configure. In fact, configurations commonly used by typical service organizations are already available right "out of the box."

USU KnowledgeGuide

This module depicts dynamic decision trees that allow users to quickly move from symptom descriptions to problem diagnosis and finally to descriptions of solutions. Unlike the static systems commonly in use today, which require a lot of manual editing and tweaking, with dynamic decision trees the system itself can actually automatically determine the correct sequence of diagnostic prompts and questions. As soon as possible in the search process, KnowledgeGuide's self-learning technology asks the critical question that leads to a solution, considerably shortening the problem-solving process. And it does all this without any intervention by an administrator. In many situations, this drastic reduction in administrative load is what makes the economic use of decision trees possible in the first place.