

>> KEY FACTS

The Valuation Service Request Manager is a module in the USU Valuation Suite.

With the Service Request Manager, you can do the following:

- > Offer your service customers a personalized catalog of IT components and services
- > Let service customers place their own orders using pre-defined shopping carts and check their order status at any time
- > Facilitate the prompt and cost-effective provision of IT services through automated ITIL®-compliant processes
- > Simply your procurement processes and greatly increase the level of standardization in your IT system.

Other relevant Valuation modules:

- > Procurement Manager
- > Change Manager
- > Asset Manager
- > CMDB Manager
- > SAM/License Manager
- > Planning/Calculation Manager

Service Request Manager

With the Valuation Service Request Manager, you'll be able to define IT components and services and offer them to your service customers in a clearly structured service catalog. Users can select their resources themselves from personalized shopping carts. Standardized processes based on ITIL®-compliant best practices will automate and accelerate application processes and order management. The resulting quick provision of high-quality services will greatly increase customer satisfaction.

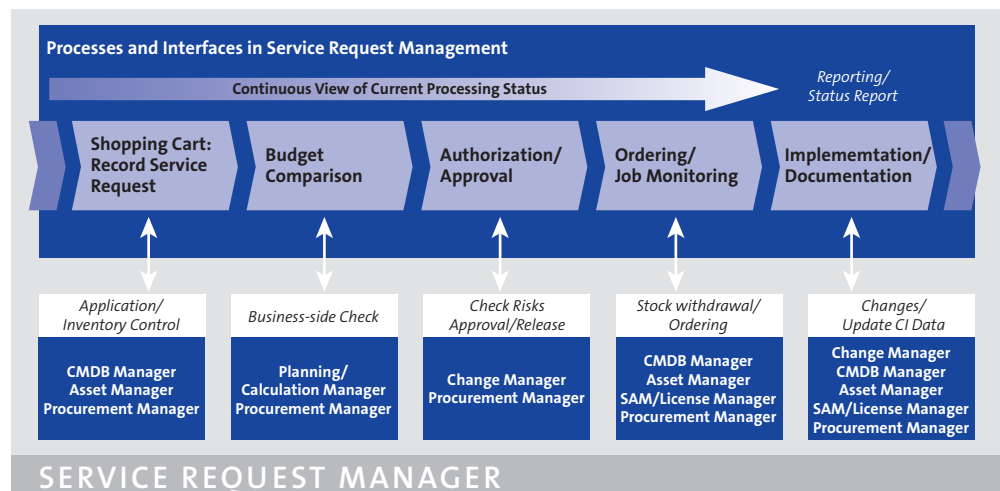
> The Challenges in Service Request Management

How many resources could you free up if you could keep your service desk personnel from being constantly bombarded with routine questions? How do you make sure that only standardized IT components are approved and ordered for your systems?

How do you facilitate cost-optimized procurement and provision of IT components and services? The service desk is frequently overloaded with inquiries that concern less critical and recurring services – things like setting up a new PC workstation, resetting passwords, procuring standard equipment, etc. Beyond this, many of your processes like purchasing, inventorying or budget reviewing are still being done manually, all of which takes up too much time and resources.

> Automated Order Management

With the Service Request Manager, you'll be able to offer your users and service customers a clearly structured, easy-to-use service catalog. Once a user has been uniquely identified by personal ID, cost center, department, location, etc. services and



>> BENEFITS

The Valuation Service Request Manager supports you in achieving cost-effective and customer-oriented provision, procurement and supply of IT components and services.

The Service Request Manager allows you to

- > *Achieve increased customer satisfaction through greater quality and efficiency in your service*
- > *Reduce procurement costs by bundling individual orders to create larger, combined ones*
- > *Reduce subsequent costs in service and change management by procuring goods and services according to defined standards*
- > *Decreasing the level of routine tasks handled by your service desk and freeing up resources for better use*
- > *Exploit potentials for savings by implementing consistent and automated processes.*

components will be presented for selection in a personalized shopping cart. Model and sample configurations simplify application and order processes and shorten the time it takes to process customer orders. In fact, authorized persons can make requests for other users and even for groups. During this process, the latest inventory information is taken into account and only those components that fit a standard workstation are offered as add-ons.

In short, the Service Request Manager enables you to efficiently procure and provide compatible IT components and services. Increased automation helps you to cut costs and to simplify complex, interrelated processes involving many departments and persons.

> **Budget Checks Before Purchase Approval**

Service requests will automatically be sent to cost center managers for approval involving a budget check and, in certain cases, an automatic review of the cost center's own budget, which is available e.g. in Valuation Planning/Calculation Manager. In the case of hardware/software requests, a check is made of existing warehouse stock as documented in the Asset/License Management module. If the requested components are not in stock, then an order is automatically generated.

> **Cost Savings through Standardization**

Unmanaged, unmonitored procurement of IT components can really cause your costs to skyrocket – not only due to higher prices for lower order quantities but also due to downstream costs at the service desk and in change management. What's more, non-standardized components frequently require more staff training time and account for more faults and malfunctions, which can place your service availability at risk.

The Service Request Manager lets you combine orders which allows you to save money directly through bulk discounts or volume licensing. Furthermore, your indirect procurement costs will also drop because a standardized, uniformly equipped IT system topology is inherently less susceptible to faults and malfunctions.

> **Fast and Reliable Implementation**

As soon as the approval and order processes are completed, the service orders are broken down into smaller sub-orders and are then assigned to service personnel for further action. Tasks already completed are recorded and downstream locations are automatically informed. After the entire order has been finished, the person who originally placed it is notified. Even while the process is still unfolding, all those involved can check on the latest status at any time. The optional Valuation Change Manager facilitates the implementation of all necessary changes based on standardized ITIL®-compliant processes.