

Enable a self-service model of support and reduce IT operation costs

Customer satisfaction is one of the most important concerns facing any business, as is being able to set expectations and reduce costs without reducing service quality. A Service Catalog provides customers a window into your IT and business services by enabling them to view and understand IT services with ease.

Numara® FootPrints® Service Catalog Manager benefits

- Enables a self-service support model to control costs and demonstrate business value
- Improve customer relations with an actionable view of the services you offer and allow customers to select the service that meets their business needs 24/7
- Reduce IT service inefficiencies and reallocate former service request management resources to critical business systems
- Implement a customized Service Catalog without the need for expensive consultants or programmers
- Automate a change process that will approve and deploy to the user by simply kicking off a service
- Deliver the right service at the right time with no disruption or down time for the user

Service catalogs have become the heart of IT management as IT organizations try to rein in expenditure and demonstrate value and alignment to the business. As IT and businesses are moving to more of a self service approach, these service catalogs are the next generation of support. Customers now gain a comprehensive, visual and easy to use window into your IT and business services and are empowered to use a self-service support model.

Today's Service Catalogs provide an easy to use, visual list of services. Employees or customers can engage with the organization for requests or issues such as dealing with a request for a new laptop or adding a new employee to a department. Each service within the catalog typically includes:

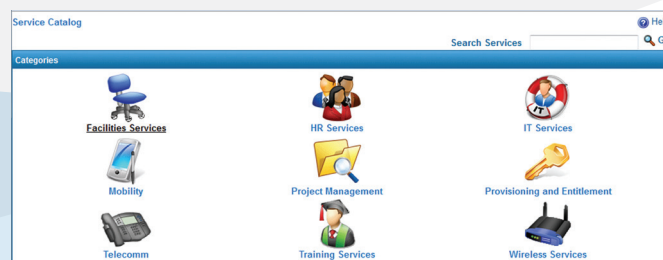
- A visual view of the service and the service description
- Fulfillment timeframes or service level agreements
- Who is entitled to request/view the service
- Service costs
- How to fulfill the service

With FootPrints Service Catalog Manager you can easily tailor views of your service catalog to cater to specific audiences. Create both technical and business process service catalog views so each group only sees the data that's relevant to them. Access to these views couldn't be simpler using a standard web browser – so that your users can view the available services, request services and monitor the status of requests regardless of where they are or the device they are using.

With the ease of use and the self service approach of FootPrints Service Catalog Manager you can now:

- Improve internal and external communications
- Better meet the needs of your customers and users
- Reallocate IT resources to critical business areas
- Reduce IT operation costs

FootPrints Service Catalog Manager's customizable, out-of-the-box reports will take the uncertainty out of your decision making process. It automatically provides you and your management team with the data trends and performance metrics they need, when they need it.



With Numara FootPrints Service Catalog Manager, manual intervention will diminish as well. With the Interactive – Dynamic Workspace Designer, administrators now have access to a visual, fast and comprehensive tool for designing and creating customizable content, forms and processes. The human interaction previously required with service request management will lessen allowing you to allocate those resources to more proactive projects and improve customer satisfaction.

Numara FootPrints Service Catalog Product features

Configurable and Flexible

Easily and quickly deploy pre-packaged service catalog templates or configure your own.

Manage Services

Easily categorize and describe services, configure service attributes and associate related documentation. Ensure service quality by adding images that represent services and/or assets. Create custom views of the service catalog to match the needs of the viewer, such as technical, business and customer views.

Enable Automation and Service Packages

Enable automation with defined business rules and workflows. Organize services into logical groupings or hierarchical structures that can be used to assemble service packages that are relevant to your customers and business.

Support Service Level Agreements

Link services to the appropriate service level agreements to manage customer expectations and measure request fulfillment against targets

User-friendly Web Interface

Provide customers with access to a self-service portal as a one-stop shop for all IT services. Customers can browse the catalog, request a service and monitor the status of the request throughout its lifecycle.

FootPrints Configuration Manager, Change Manager & FootPrints Asset Core, Deployment Manager Integration

Unlike other solutions, services in your service catalog will automatically be a part of the Configuration Management Database, making it easier to map Configuration Items to the service they support. In addition, requests can be routed through a Change Management process and if Asset Core Deploy Manager is enabled, deployment is automatic!

Reporting

Automatically provide management with the data trends and performance metrics they need to make critical decisions

The freedom to simply...choose

FootPrints Service Catalog Manager is part of a fully integrated line of IT operations management solutions. Each product automates and streamlines a specific IT challenge to help you reduce costs and improve service levels. Built from the ground up as a modular, yet integrated system, this family of technologies provides a single, unified solution to simplify a diverse set of complex client lifecycle and service management needs.

Imagine...having the choice to:

- Decide which components or products are relevant to your business
- Manage various platforms from one console
- Invest in one point product, a solution set of multiple products, or the entire suite
- Buy what you need and not what the vendor dictates

For more information on the minimum requirements necessary to use FootPrints Service Catalog Manager, please refer to our Technical Specifications document available online.

FootPrints family

- FP Incident&ProblemManager
- FP ChangeManager
- FP ConfigurationManager
- FP ServiceCatalogManager**
- FP InventoryManager
- FP RemoteManager
- FP DeploymentManager
- FP PatchManager
- FP DeviceManager
- FP VulnerabilityManager
- FP ComplianceManager
- FP PowerManager
- FP MigrationManager