



Practical and Flexible Service Desk Solution

A single solution to centralize multiple business processes across organization with support for advanced technology and industry best practices

Product Overview

Delivering great service and aligning support operations with your business can be a difficult challenge, especially without an effective automation process that keeps up with changing and complex requirements.

FocusLive Service Desk Solution is your single solution for uncomplicated, cost-effective IT service management web-based service desk solution for internal and external support automation. It gives you extensive flexibility without extensive (and expensive) configuration requirements, operational resource requirements and implementation cycles typical of other tools.

Built on an the service module of the powerful and flexible platform – Microsoft Dynamics CRM, FocusLive Service Desk Solution lets organizations easily automate extensive workflows and business processes for different functions, users and groups worldwide, with support for multiple languages , multiple time-zones . In addition, FocusLive Service Desk Solution enables you to reduce costs and streamline management by automating numerous business processes beyond the service desk and IT – including compliance, development and bug tracking, facilities management, and human resources tracking.



IT Service Management / IT Helpdesk

FocusLive Service Desk Solution for Dynamics CRM provides a robust set of service management features that support key IT processes outlined by the Information Technology Infrastructure Library (ITIL) version 2 and version 3 and have been certified as

Benefits:

• Key Features

- Incident Management
- Problem Management
- Change Management
- Asset Management
- Contract Management
- Full SLA / SLM Management
- Active Directory Synchronization
- Auto Dispatch Workflows
- Reports and Statistics
- Dashboards

• Self service portal for your customers

Your customers or employees can fast and easily submit cases , review the status of their opened cases , review the company's knowledge base , update cases, add attachments to cases such as screen shots , update contact details and etc'

• Active Directory Integration

All your customers/employees account information are synchronized to the system allowing you to quickly search and relate incidents to existing records and view full information such as account name , email , department , telephones and etc' coming from Active Directory

FocusLive® Service Desk Solution for Dynamics CRM

Benefits:

- **Control SLA / SLM by using built-in Dashboards and dashboard wizard**

FocusLive Service Desk solution integrated dashboard wizard gives executives and managers ability can create and view dashboards and add needed reports on-demand.

- **Built on Dynamics CRM Platform**

One of valuable benefits of implementing the FocusLive Service Desk solution based on Dynamics CRM is the automation and integration of all sales and marketing business processes from winning new customers to billing. This gives you a full view of your business metrics, in real time.

- **Improve service delivery**

centralized management of all incidents, problems and service requests

- **Reduce service management costs with consolidated service desk automation**

- **Quickly and painlessly implement the ITIL® V3 service lifecycle processes you need**

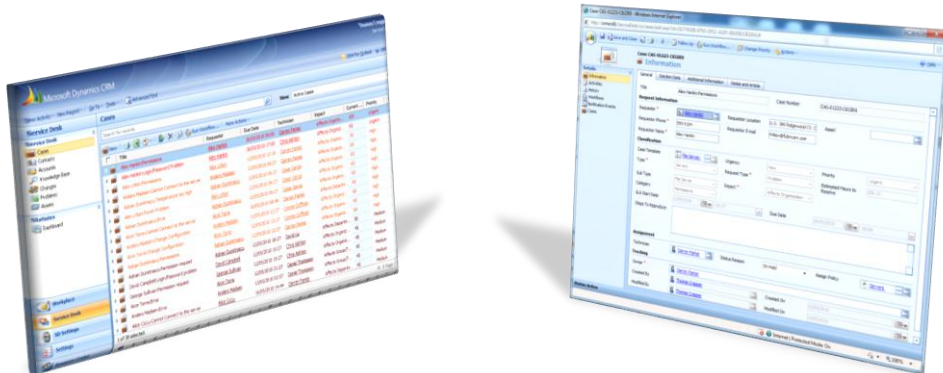
- **Ensure compliance with IT governance requirements with complete audit trails**

- **Streamline and automate numerous processes within the service desk and beyond IT**

ITIL compatible for:

- Incident management
- Problem management
- Change management
- Configuration management
- Service level management

The best practices of ITIL along with FocusLive Service Desk solution provides support departments or IT departments not just the opportunity to learn from the knowledge and experience of people who have faced the same challenges, but the ability to cost-effectively manage the strategic deployment of IT resources and assets. The net result – greater productivity, seamless change management, and efficient IT service.



FocusLive Service Desk Incident Management

When an incident occurs, the goal of the service desk is to restore normal operation as quickly as possible. At the service desk, all incoming incidents are registered in FocusLive Service Desk and prioritized and incidents that require a specialist can be immediately escalated to the correct people. Incidents received by e-mail or the Web are registered automatically. Service desk customers can monitor their incident progress via online through a self service portal. A knowledge base system allows service desks to build up a searchable set of knowledge and re-use that knowledge - allowing less experienced technicians to answer difficult questions that have been answered before.

FocusLive Service Desk Problem Management

A structural problem leads to incidents and therefore to new or repeating calls. FocusLive Service Desk will not allow incidents to be solved without their underlying cause being eliminated. The solution allows you to link several incidents to a problem, and once the problem has been solved and closed; all related incidents can be automatically closed.

FocusLive is a dedicated sub of "Prodware" group listed in Paris and is a software solution factory dedicated to building on-premise solutions, Software as a Service (SaaS) for Industry-specific (Vertical) solutions and Add-ons built on the Microsoft Dynamics CRM platform.

FocusLive is a leading provider of medium size/enterprise-level industry specific CRM and XRM solutions, powered by Microsoft dynamics CRM. Focus Live industry specific solutions are designed to quickly and easily get businesses up and running on Microsoft Dynamics CRM - whether it's On Premise, on demand or hybrid delivery models.

Our Focus Live industry solution offering is a unique and powerful delivery model that combines industry knowhow and best practices with advanced Dynamics CRM knowledge and expertise. Our solutions are distributed globally to customers through a strong partner network.



45, quai de la Seine
75019 - Paris - FRANCE

+33 979 999 000
+33 979 999 001
info@focus-live.fr

Benefits:

• Improve and Accelerate Agent Workflow with Comprehensive Automation

Workflow automation is the key to making sure incidents, problems, and changes are routed, escalated, resolved, and tracked so you can continuously improve service delivery.

FocusLive Service Desk offers numerous automation options without any programming or database administration required:

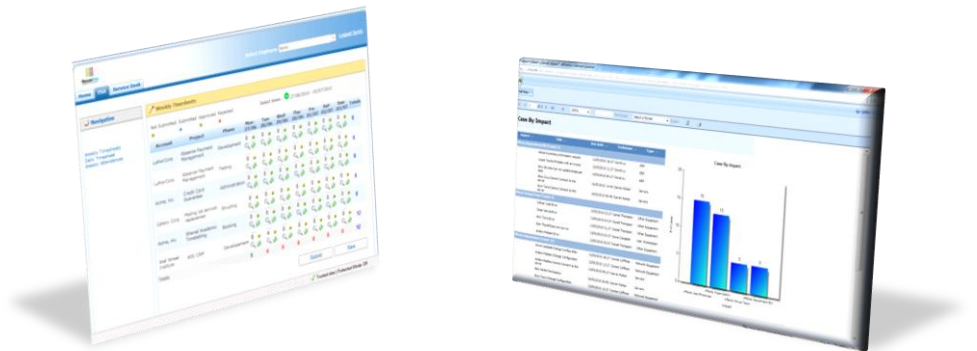
- Build reusable templates to quickly generate common incidents and requests, including subtasks
- Define auto-routing of incidents and requests to agents or teams based on extensive criteria selection
- Create escalation rules and workflow that support flexible criteria and automated actions
- Graphical performance metrics reports. Run and email them automatically
- Schedule repetitive preventative maintenance templates for IT, Facilities Management or other business processes

FocusLive Service Desk Change Management

FocusLive Service Desk helps organizations make changes to the IT infrastructure in a controlled way. Whether the change is required to solve a problem or it is the integration of a new system into your existing IT infrastructure, FocusLive Service Desk provides a method for requesting the appropriate change, ensuring it receives appropriate approvals and also tracks the time it takes to implement the change. It also provides your employees with goal-oriented options for implementing a change in a controlled fashion.

FocusLive Service Desk Configuration Management

With FocusLive Service Desk Solution you can get detailed insight into your IT infrastructure assets. You can easily track your hardware, software and other IT infrastructure components within ITSM. Thanks to the total overview of information, your service desk can operate effectively and efficiently, saving time and money for the organization. FocusLive Service Desk Solution also offers you the opportunity to record financial data associated with configurations and products. Purchase value, depreciation term, value after depreciation, warranty date and installation date are captured and tracked. In addition, it's possible to allocate costs to budget holders, departments.



FocusLive Service Desk Service Level Management

The level of service provision can be measured by recording service agreements and costs in ITSM. This allows you to offer precisely the correct level of service. It's possible to record Service Level Agreements (SLA) per configuration or per contact (end user or department). When an incident or problem is accepted, the applicable SLA can be consulted.

Reporting, Dashboards and Metrics

The FocusLive Service Desk reporting includes a menu-driven report wizard tool that anyone can use, making it easy to create real-time, customizable metrics and graphical reports with drill-down capability to view details more quickly.