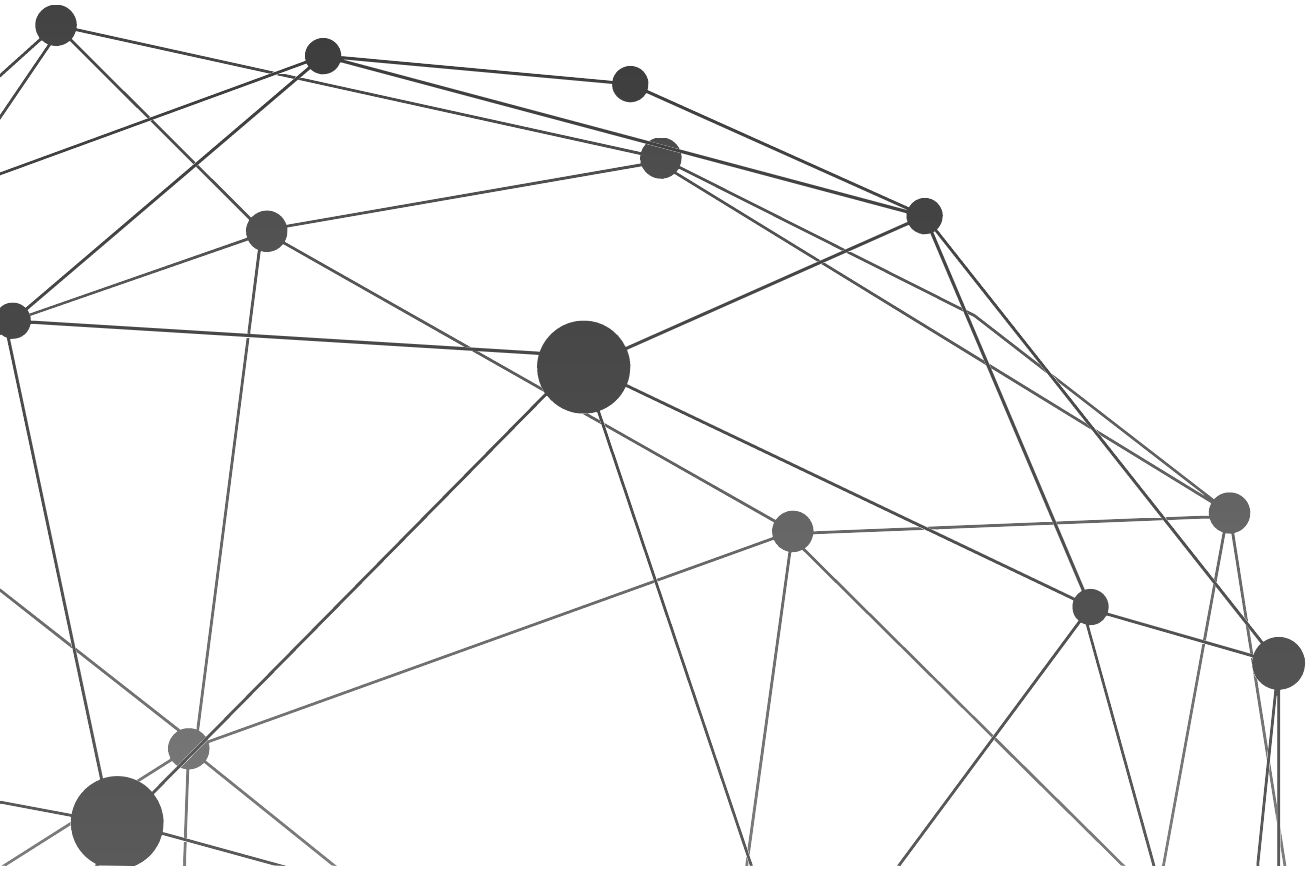


# HEAT Service Management Solution Bundles

April 2016



## HEAT Service Management Bundles: 2016.1 Release

Modules	HEAT Help Desk	HEAT Service Desk	HEAT Service Management
Incident Management	✓	✓	✓
Problem Management	✓	✓	✓
Knowledge Management	✓	✓	✓
Self Service & Service Catalog	✓	✓	✓
Dashboards & Reporting	✓	✓	✓
Mobile	✓	✓	✓
Survey	✓	✓	✓
Call Logging	✓	✓	✓
Configuration Management Database (CMDB)		✓	✓
Change Management		✓	✓
Configuration Management		✓	✓
Financial Management			✓
Event & Availability Management			✓
Release Management			✓
Service Level Management			✓
Project Portfolio Management (PPM)			✓

### Incident Management

Capture, identify and respond to issues and service requests across the organization with effective break / fix management, including incident and task management and problem resolution. Automate incident processes and communications to quickly understand and restore service operations and resolve IT issues. Analyze incidents from top to bottom to understand service desk performance.

### Problem Management

Initiate actions to correct or minimize business impacts from problems. Address root causes by focusing on known issues by analyzing incidents and other data to identify trends or significant problems. Understand the problems source and allow the service desk to correct issues quickly through relationships, processes and visibility.

### Knowledge Management

Improve efficiency by reducing the need to rediscover knowledge by gathering, analyzing, storing and sharing knowledge and information for both the service desk and customers. Provide automated knowledge matching to create incidents to assist resolving any previously known problems. Users can provide feedback on articles, and full knowledge article approval workflows are built in.

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## Self Service

Allow both internal and external customers to submit and track requests themselves thru a web-based self-service tool, opening up the service desk for 24x7 customer access. Easy integration into the corporate website or employee portal means users will always know where to turn to get the service they need, anytime, anywhere.

## Service Catalog

Provide visibility and access into all services (IT and non-IT) offerings for the enterprise. Web-based shopping cart outlines and defines all services. Users can order all service offerings directly online. All service requests go through individually configurable approval processes – requests turn into an approved and documented order.

## Dashboards & Reporting

Monitor service delivery, quality and commitments with role-based dashboards that provide the real-time information, flexibility and tools needed to easily configure reports through a drag-and-drop interface. Several out-of-the-box dashboards & reports enable organizations to have a single view of operational, financial and productivity metrics to determine how well they're meeting performance goals.

## Mobile

Extend the reach of service desk staff members to the mobile environment. Allow users to interact with the core service management solution via Apple iPad and iPhone mobile devices to provide access to incidents and assignments for the mobile service technician.

## Survey

Understand how IT teams are perceived and identify improvement opportunities. Track users' replies to individual topics or gauge overall customer and user satisfaction by quickly creating and populating surveys. Responses can be linked to service records to create a paper trail to help analyze issues and identify areas to further increase customer satisfaction.

## Call Logging

Provide comparable functionality and experience for HEAT customers on previous HEAT 'Classic' solutions who wish to move to the current HEAT platform without changing their call logging process. Offer self-service, knowledge management, an updated UI, integration framework and security enhancements, along with other advantages of a modern platform.

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## **Configuration Management Database (CMDB)**

Manage configuration items (CI) that make up the services and IT infrastructure supported by the service desk. Define, identify and report on configuration items across the IT landscape and their relationships, including Incident, Problem and Change records. Perform configuration management analysis so proper monitoring and cost savings can be achieved.

## **Change Management**

Manage, track and optimize changes to IT hardware, software, system components, documentation, and processes by minimizing the impact of change and ensuring that the business goals and IT services are in constant alignment. Workflow based change management includes the ability to plan, approve and implement changes to increase visibility and understand how each change will affect the organization.

## **Configuration Management**

Enable management of configuration items that make up the business services and IT infrastructure supported by the service desk. Define, identify and report on configuration items across the IT landscape. Perform configuration management analysis so proper monitoring and cost savings can be achieved.

## **Financial Management**

Report and analyze IT service costs to enable the management of the service provider's budgeting, accounting and charging requirements. Calculate the cost of providing IT services so that an organization can understand their underlying cost drivers.

## **Event Management**

Monitor events that happen in the IT landscape to detect and track outages that could impact devices or services. Also manage event notifications from event monitoring tools such as SolarWinds to further help identify hardware or software potentially in need of change or preventive actions.

## **Availability Management**

Review events over selected time periods to help decide when to replace hardware, install new devices or redesign services to better meet uptime goals. Track mean time between failure (MTBF) and mean time to repair (MTTR) for both assets and services, as well as report service availability against service level agreements.

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## **Release Management**

Plan, deploy and manage releases based on a comprehensive release strategy to improve the quality of hardware and software rollouts. Address the entire release cycle, from creation and planning through to communication and rollout by using either manual or automatic change capabilities to reduce implementation time, costs and productivity loss.

## **Service Level Management**

Provide a centralized management console to design, build and monitor service agreements throughout their lifecycle. Manage related activities and communications so teams can take action if services fall short of established targets, lowering SLA compliance costs while increasing service quality. Increase customer satisfaction and manage costs through SLM analysis to more accurately define and deliver on customer expectations.

## **Project Portfolio Management (PPM)**

Initiate and manage IT and Service Management projects on one platform. Review and track project deliverables, resources & costs with real-time dashboards and Gantt charts for project and portfolio managers. Reduce errors and costs by managing projects on one platform for a single source of truth, and increase focus on more strategic projects.

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## Add-on Capabilities

### Voice Automation

Integrate existing phone infrastructure with the service desk environment with call routing, integrated voice response, voice self-service, screen-pop's and call management functionality. Enable the service desk with voice automation to improve customer satisfaction with increased first call resolution rates and better call handling.

### Discovery

Automated asset discovery and inventory management solution for multi-site, multi-platform IT environments that allows IT to discover and audit every computer, server, printer and switch, across the network – building a comprehensive view of their IT inventory.

### License Manager

Central administration of software licenses to recognize and prevent over-licensing and under-licensing, for professional planning and budgeting of license purchases. Enables IT departments to focus on proactive projects and enable business decision makers to forward plan license requirements.

### Remote Control

Enables authorized IT staff to access and control all systems on the network. This includes, but is not limited to, servers, clients, and laptops. Problems can be identified and corrected from a remote location, to create faster resolution times and help maintain availability and employee productivity.

### BI Server (for Cloud deployments)

Provide direct access to a cloud customer's production database via ODBC for reporting purposes using reporting tools not provided by HEAT Software. Customer access is provided to a mirrored copy of production data on a read only database.