



## LANDesk® Service Desk

Outstanding ITSM Made Easy





# Outstanding ITSM Made Easy

LANDesk® Service Desk is a next-generation, graphical business solution that enables an organization to deliver outstanding IT service to both employees and customers. The solution features all the core IT Service Management (ITSM) functionality expected from a market-leading service management software application, including ITIL verification; incident, problem, change and asset management; workflow; options for user and customer self service; knowledge-based systems and management reporting; as well as facilities to integrate with leading, independent business productivity applications.

## Key Benefits

- More efficient and higher quality problem solving
- Intuitive, role-based information delivery reduces training requirements
- Valuable business insight through real-time graphical monitors
- Faster incident logging and resolution
- Powerful self-service to help users help themselves
- Powerful management and reporting tools for enhanced decision-making
- A simple and effective way to introduce and use ITIL best practices
- Highly configurable to meet individual organizational needs
- Seamless integration with leading Enterprise, Desktop and Network Management systems
- An ideal way to deliver shared services both outside the IT department and with other organizations

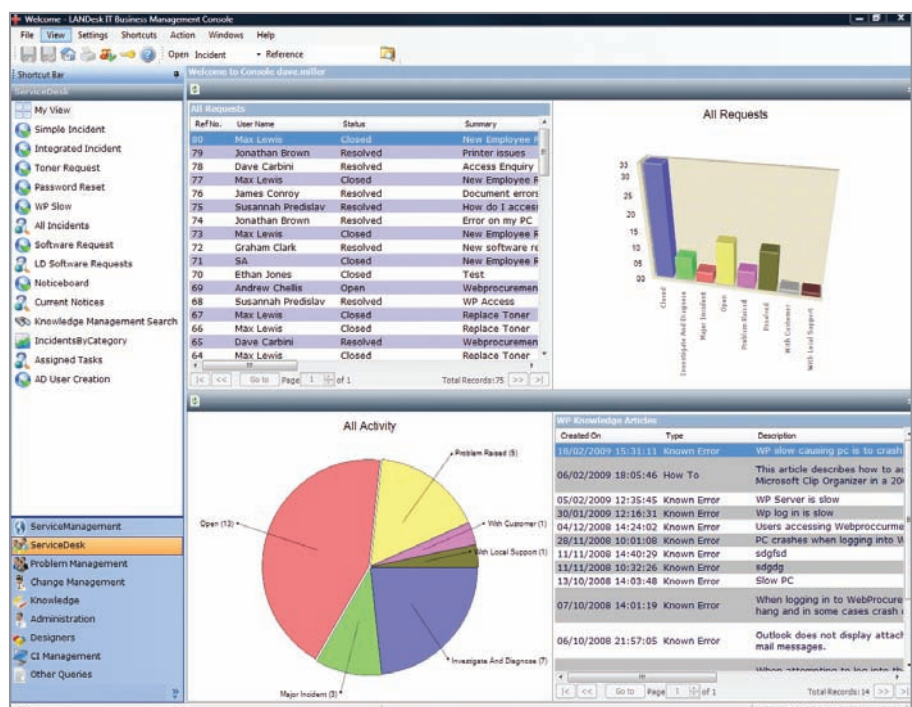
Intuitive and easy to use, LANDesk Service Desk also has all the expected call logging functionality and much more, freeing up support staff from incident administration so they can focus their time more effectively.

## Improved Service Provision and ITIL Best Practice

The clean, informative LANDesk® Service Desk interface allows fast incident logging with instant access to information about who is calling; previous calls or case histories and outstanding issues; details of any equipment, services or products used; and issue criticality. When combined with LANDesk® Active Knowledge, the solution also prompts analysts with relevant information and guidance about potential solutions for each incident based on past history and best practice.

In addition, color-coded fields and lists help agents manage their workloads effectively and give the most urgent calls the appropriate level of attention. If a call or service request cannot be resolved immediately, the process engine ensures that appropriate assignments and service levels are applied automatically. Customers and citizens can be immediately notified of the status of their case and of any requirements for activities they need to undertake.

LANDesk Service Desk is verified to meet the mandatory functional requirements for ITIL compatibility, which makes it the ideal solution for providers of IT service who are using or wish to introduce ITIL best practices.



## Process-Based Approach

LANDesk® Service Desk offers a fully process-driven operation that allows multiple customer-service processes to be quickly and easily defined and followed within the controls of a department structure, job roles, service levels, and permissions. In addition to the foundation of flexible, graphical process design, all forms presented are fully configurable using the form designer that allows fields, labels, colors, and windows to be configured to match organizational and user requirements.

## Powerful Self-Service

Using LANDesk® Service Desk, the end user can interact with service desk staff and also access real-time incident information via a standard Web browser. What's more, information can be passed proactively to the user through a variety of methods, including email, Web, PDA, and RSS feeds. Users are able to perform any actions required in support of their call, enquiry or problem resolution process, for example, to view, update and log new incidents.

## Manage and Track Service

All key analyst data can be configured and displayed at the point of entry to the LANDesk system through the instantly updated Welcome Page Dashboard. This delivers a configurable, real-time graphical display of important data, such as workload lists, open calls by category, and group workloads. Powerful statistical reporting and one-click access to current activity help ensure that managers are always apprised of the continued effectiveness of the service function and of any potential issues.

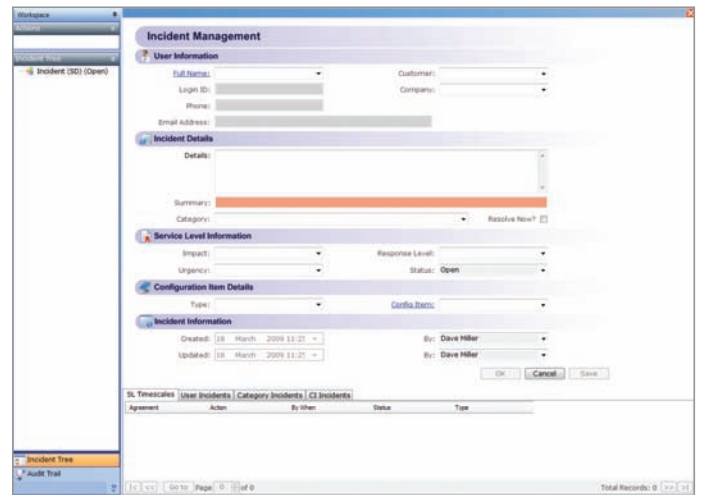
Achievement and progress against organizational goals is measured through tailored key performance indicators (KPIs) that are inherently linked to the LANDesk® Service Desk processes. Results can be tracked using best-of-breed reporting tools.

## Customer Satisfaction Tracking

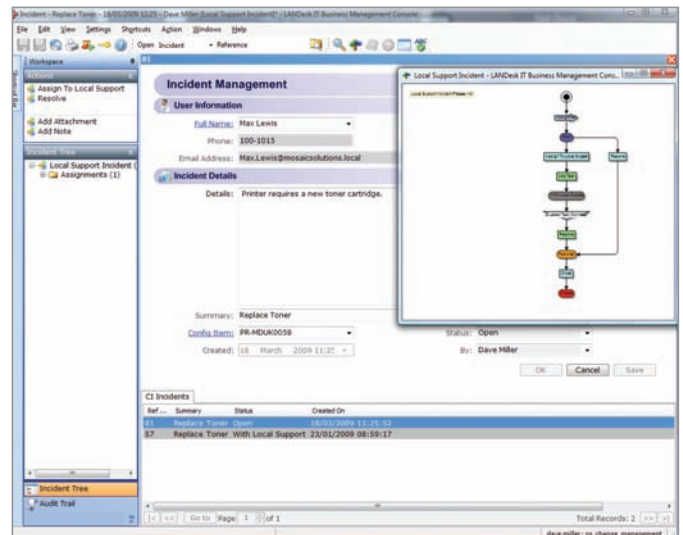
Understanding customer satisfaction is becoming increasingly important, and with LANDesk® Service Desk, analysts can capture customer satisfaction data at the point at which the service is delivered, allowing relevant information to be analyzed easily for trends, issues, and successes.

## Business Alignment

The comprehensive Service Level Management component within LANDesk® Service Desk enables the service operation to define all the levels of service needed to satisfy its users and its business targets. The fully configurable user interface ensures that all types of service—from simple call, service request, or any other definable sequence of events—will be managed appropriately and escalated to the correct agent or manager in a timely manner. This also ensures that the right action is completed clearly, quickly, and visibly by the right person at the right time.



LANDesk® Service Desk Incident



Simple Incident with Process

# Key Features

## Role-based Interaction

- Powerful graphical user interface via console or browser
- PDA capability for roaming analysts

## Support Best Practice Procedures

- Process engine ensures adherence to defined procedures
- Support for best practice and regulatory initiatives such as ITIL, Six Sigma, COBIT and Sarbanes-Oxley
- Stores historical and case-based information

## ITIL+

- Pink Verify certified + ITIL V3 support
- Matching all ITIL requirements with additional flexibility as required

## Strong Self-Service Interaction

- Make available FAQs and knowledge, log incidents, request services and review reports
- Communicate, log calls and progress support via email

## Process-Driven

- Define a process and ensure it is followed
- Quick 'where am I' lookup
- Define preset default values and events
- Define automatic events
- Ensure authorization processes and access permissions are enforced

## Strong Service Levels

- Manage escalations, actions, response levels and agreements, contract, operational level
- Agreements (OLAs) and Service Level Agreements (SLAs)
- Define automatic actions

## Graphical Dashboard

- Real-time, configurable, graphical display of key call data on welcome page
- Quickly highlight areas that need attention

## Customer Satisfaction Tracking

- Identify issues early
- Gain a 360 degree view of customer satisfaction

## Integration

- .NET Web Services and SOA architecture allows rapid time-to-market and seamless integration
- Integrate with leading business and IT applications such as office productivity tools, enterprise applications (e.g. ERP), desktop, network and systems management tools, directory services, and identity management
- Access to LANDesk Integration Services and the OpenTouch toolkit for tailored integration solutions

## Management Reporting

- Real-time access to key service management KPIs
- Results tracking available via best-of-breed reporting tools, e.g. BusinessObjects™ Crystal Reports®, Oracle's Business Intelligence and LANDesk MI

## Easy Administration

- Graphical user management, process and window design
- Set privileges and permissions
- Graphically explore processes, relationships and user and business structures

## System requirements and version compatibility

For information on version compatibility and system requirements, please see 'LANDesk Supported Platforms' and 'LANDesk Technical Architecture' documents at <http://www.landesk.com>

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