

# CustomerConnect

Efficient Management of IT Services  
for Excellence in Customer Experience



As businesses become more agile in today's environment, it has become more crucial than ever to remain cost effective and adaptive to today's businesses which move at the speed of the internet. Organisations that have numerous applications and a sizable IT infrastructure have an increasing need to properly manage their IT resources to ensure business continuity to keep up with the breakneck at which businesses are moving.

The inevitable end-user requests which can range from very simple password reset to very complicated server upgrade require proper management and tracking of these requests to identify trends, problems as well as traceability.

CustomerConnect is a solution that provides end-users and operations personnel a one-stop management portal for their IT resources and processes. It allows end-users to log and track issues and service requests, thus bringing end-users and IT operations team closer together in an effort to reduce turnaround time and improve operations efficiency.

## Service Request Management

The Service Request (SR) module allows users to raise and track the status of their service requests through the portal. Templates for SR forms can be easily created through built-in administrative modules to fulfil an organisation's needs as much as possible. Every SR can be associated with a workflow which can also be configured to meet the demands of the organisation's process.

## Incident Management

The Incident module allows users to create incidents and track the statuses through the portal. The incident module interfaces with an operations portal to provide operations personnel with a highly sophisticated set of tools to manage.



## CHALLENGES

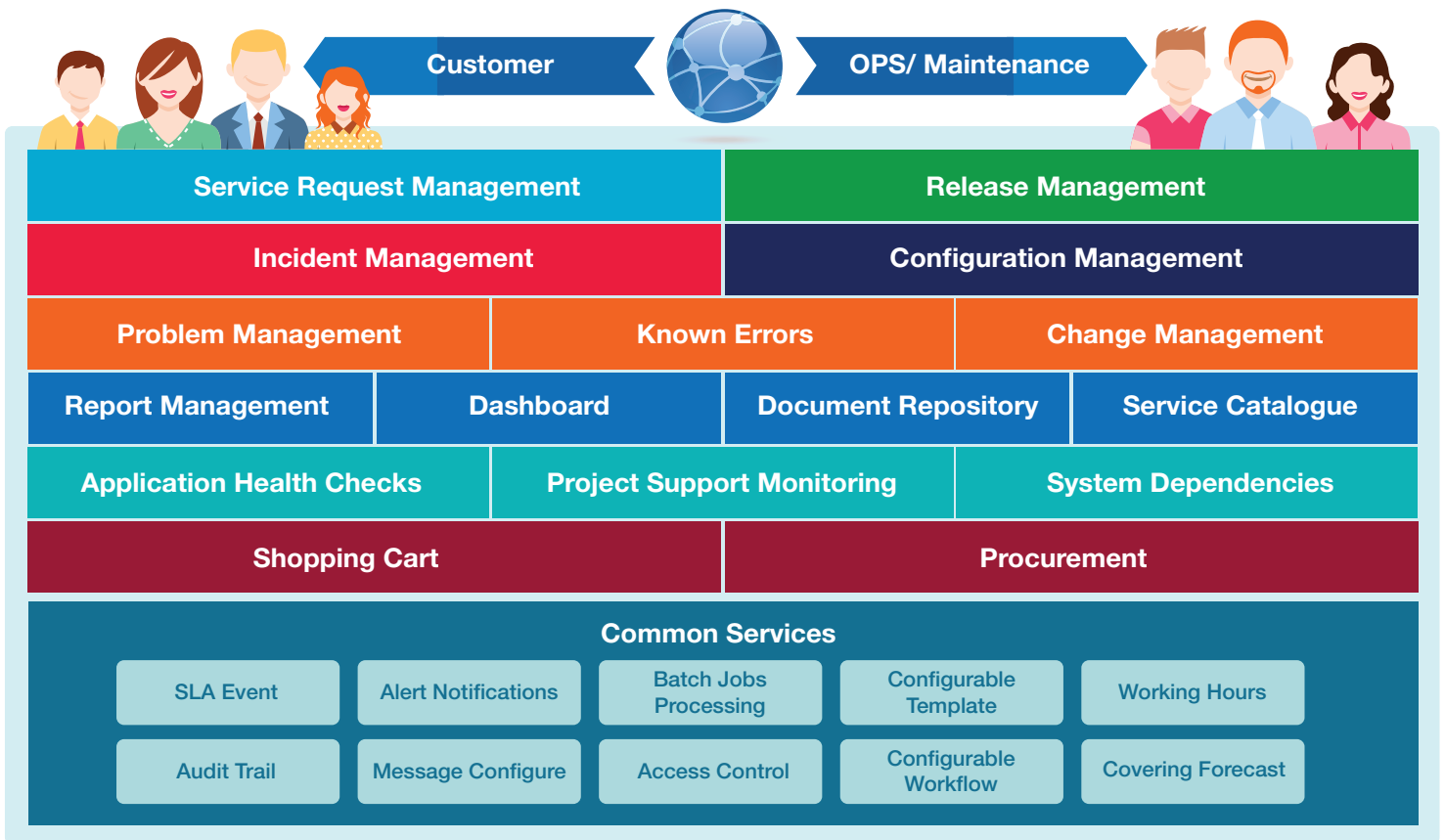
- High costs of ownership for ITSM solution
- Lack of quality support
- Low productivity in manual maintenance of IT resources

## SOLUTION

- Solution based on industrial best practices and NCS' vast experience in ITSM
- Ready to use software e-service modules
- Extensive support from an experienced team

## BENEFITS

- End-user portal for self-service of applications and information
- Pay as you use model promotes cost effectiveness
- High compatibility standards
- End-to-end tracking
- Automation of business processes



## Release Management

Service requests that require changes/enhancements/ fixes to existing or new applications, are required to follow the software development life cycle (SDLC). The case management module in the operations portal allows SDLC to be managed, thus enabling efficient tracking of several tasks simultaneously. It also provides traceability of changes made in the lifespan of a system.

## Configuration Management

The configuration management module tags requests to changes for tracking efficiency.

## Problem Management

Problem management module diagnoses the root cause of incidents and determines the resolutions to the problems. It ensures implementation of appropriate control procedures.

## Change Management

Change management manages planned deployment of alterations to all configuration items in the configuration management database that are part of a business' live and test environments along with any other environment that a business wants to have.

## Document Repository

CustomerConnect provides a Document Management System (DMS) module for static information and documents such as user manuals and reports generated to be published. All documents are saved in the Document Repository and accessed by authorized personnel only.

## Report Management

CustomerConnect provides a wide range of reports that are commonly requested in IT management projects. These reports can be further customised to meet the needs of customers' requirements.

## Known Errors

It is a database repository that stores information describing all the conditions in an organisation's IT systems that might result in an incident for customers and users.

## Common Services

There are a host of other features that enable CustomerConnect to deliver ITSM solution at a greater convenience to customers. It supports multiple tenants within a single instance, making deployment and maintenance easier. CustomerConnect also allows alerts and notifications to be customized (different levels of alerts, frequency and Service Level Agreement-based deadlines) to fit the needs of the customer, whilst form templates and configurable workflows allow flexibility for operational efficiency.