

# ServiceConnect

Achieving High Customer Satisfaction  
Through ServiceConnect



**service**  
connect

**nCS**  
making IT happen

As customers are vital to an organisation's continued success, maintaining good relations with its customers is of great importance. Providing high level of customer service and efficient management of the various requests made to the organisation are key to maintaining good relations.

ServiceConnect provides a suite of ready-made essential tools that interface seamlessly with disparate backend systems for customer e-services. It provides a uniform front-end for customer interaction thus enhancing users' experience.

ServiceConnect also allows self-service functions to free up valuable internal resources that are required to provide more value-added services. By incorporating standard internal practices for customer interaction into the system, together with products from certified partners, high customer service level can be achieved.

---

## Request Management

The Service Request (SR) module allows users to raise and track the status of 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.

---

## CHALLENGES

- Inconsistent interfaces
- High costs of ownership
- Lack of quality support
- Unproductive time and resource management

---

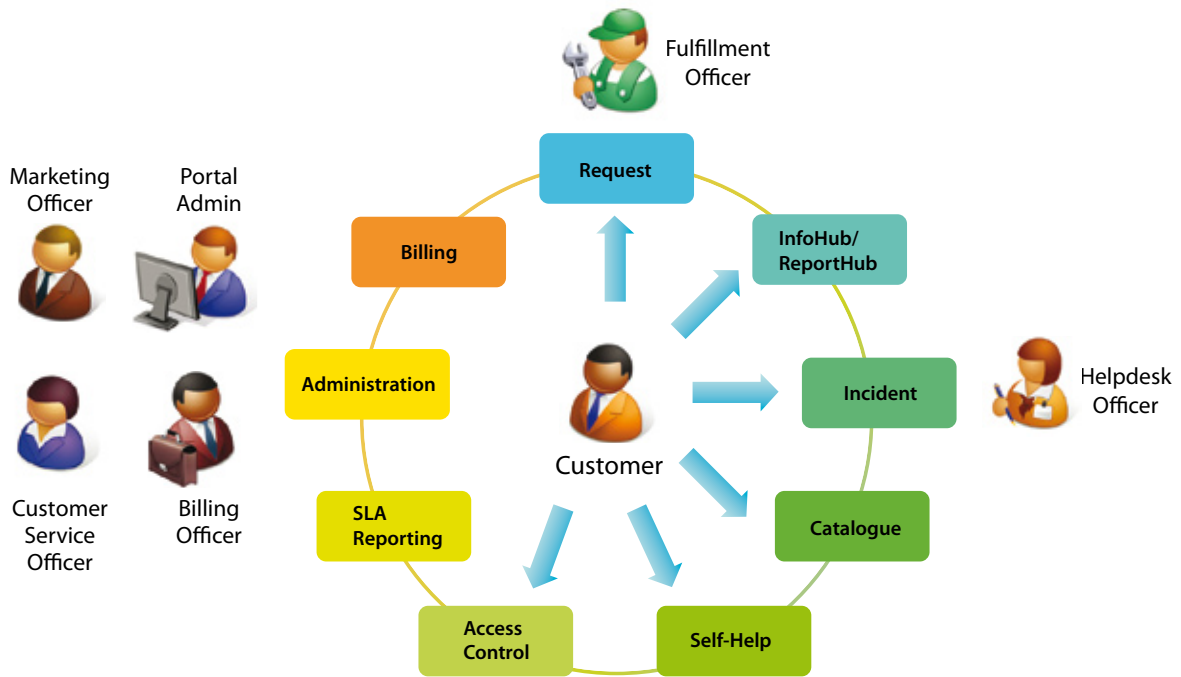
## SOLUTIONS

- Strong standard-based application
- Ready to use software e-service modules
- Extensive support from an experienced team

---

## BENEFITS

- Unified interface to counter disparate backend systems
- Cost effectiveness based on Pay-as-you-use model
- High compatibility standard



## Incident Management

The Incident module allows users to create incidents and track the status through the portal. It interfaces with an IT service management (ITSM) system and provides a simplified interface for customers to report issues without having to deal with the hassle of a complicated ITSM system.

## Catalogue and Billing

The Catalogue module is an online store that allows users to browse and purchase services and products anytime. It stores information on the full range of services and products that are available for purchase and allows customers the freedom on when to make the purchase.

With an intuitive online shopping interface, the customer has an increased degree of self-service which helps free up precious resources required for more important tasks.

The billing module will generate a bill at a scheduled time for all purchases made in the catalogue for the customer.

## InfoHub and ReportHub

ServiceConnect provides an InfoHub module for static information and documents, such as user manuals and scheduled downtimes, to be published.

A separate ReportHub module acts as a repository that allows administrators to generate information and documents of a more dynamic nature, such as SR reports and billing information for user verification.

## Access Control

Access control ensures that users can only access the data and functions that they are authorised for.

Management of users as well as their groups and roles, and functions are provided within each module for the assignment of relevant access rights.

## Dashboard

The Dashboard module visualises statistics into a graphical form thus allowing easy digestion information.

## Survey

The survey module allows the service provider to get feedback from their customers on the quality of services that they are providing. Such surveys are useful in providing managers with a gauge on the level of customer satisfaction for improvement in areas which may be lacking.

## Service Level Agreement Report

This report module generates details about the completion time of each SR and can be customised as per user's requirements.