



ServiceManager

SERVICE-DESK SOLUTION

Service Manager is a service management web solution for small to medium sized businesses and organizations, allowing them to provide a support service to their customers in a professional, easy and efficient way.

| | Service Design | Service Transition | Service Operation | Process improvement | Integrations |
|---|----------------|--------------------|-------------------|---------------------|--------------|
| Service Catalogue Management | ✓ | | | | |
| Service Level Agreement Management | ✓ | | | | |
| Support Schedules Definition | ✓ | | | | |
| Support Teams build up | ✓ | | | | |
| Client Management | ✓ | | | | |
| Client Logins Management | ✓ | | | | |
| Support Team and Client SMS Notifications | | | | ✓ | |
| Support Team and Client E-Mail Notifications | | | | ✓ | |
| Support Team and Client Google Talk Notifications | | | | ✓ | |
| Status Customization | | | | ✓ | |
| Urgency Customization | | | | ✓ | |
| Impact Customization | | | | ✓ | |
| Case Types Customization | | | | ✓ | |
| Origin Types Customization | | | | ✓ | |
| Contact Types Customization | | | | ✓ | |
| Responsibility Customization | | | | ✓ | |
| Full CMDB history access | | ✓ | | | |
| Record-by-Record Issue access | | ✓ | | | |
| Search mechanism to allow knowledge retrieval | | ✓ | | | |
| Client access interface for issue tracking | | ✓ | | | |
| Attachment support for better documentation | | ✓ | | | |
| Functional tests of newly created/ changed services | | ✓ | | | ✓* |
| Regression tests of services | | ✓ | | | ✓* |
| Test automatization | | ✓ | | | ✓* |
| Test evidences traceability | | ✓ | | | ✓* |
| Event creation and characterization | | | ✓ | | |
| Event creation notifications | | | ✓ | | |
| Incident management | | | ✓ | | |
| Incident escalation | | | ✓ | | |
| Incident update notifications | | | ✓ | | |

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|---|----------------|--------------------|-------------------|---------------------|--------------|
| Registration of workarounds of analysed incidents | | | ✓ | | |
| Problem identification through incident cause analysis | | | ✓ | | |
| Request fulfillment management | | | ✓ | | |
| Request management notifications | | | ✓ | | |
| Client interface for collaboration on issue characterization and resolution | | | ✓ | | |
| Access management module | | | ✓ | | |
| Access logging | | | ✓ | | |
| LDAP integration | | | ✓ | | |
| Single central point of contact for all users | | | ✓ | | |
| Metric analysis: Issues Status | | | | ✓ | |
| Metric analysis: Issue Types | | | | ✓ | |
| Metric analysis: Issue Responsibility | | | | ✓ | |
| Metric analysis: Issue Worktimes | | | | ✓ | |
| Metric analysis: Issues Opening rate | | | | ✓ | |
| Definition of new measures/ metrics | | | | ✓ | ✓** |
| Report generation | | | | ✓ | ✓** |
| Resfull Open API for information retrieval and 3rd party integrations | | | | ✓ | ✓** |

✓* TeStudio Automation Lab

✓** TeStudio Data Analytics