

Efecte designed and built the Edge for ITSM Baseline with the key focus of decreasing the installation time, decreasing the cost by providing a fully functioning solution and proving the features with trusted certifications. We were able to achieve this by including the most commonly used ITIL processes, terminology, functionality, integration and workflow requirements. This will allow any organization to seamlessly implement our ITSM SaaS. Edge for ITSM is a certified toolset by Pink Elephant through its PinkVERIFY program, and Servier through its CERTIFIEDTOOL award.

Functionalities

Efecte is a leading European ITSM solution provider. We have developed the Edge for ITSM Baseline to increase the installation speed and improve customer satisfaction. Included in the baseline is a pre-configured self-service and service management site. Efecte has included into the baseline the most commonly used and requested roles and views, while using ITIL best practices throughout.



Self-Service

To allow users to easily report incidents and make requests, Efecte has included its award-winning self-service site. Included within the self-service site is the ability to report an IT problem, make access and software requests or order new devices. When reporting problems users can easily select which device or application they are experiencing an issue with and provide a brief description to help the service desk address and resolve the incident. When a request is made, and prior approval is needed a notification is sent to the proper approver before informing the service desk. The approval information comes from the company directory and is easily adjustable permanently or temporarily, if the approver is away.



Service Management

Efecte Edge for ITSM Baseline includes our services management site. The site is preconfigured with the roles most commonly requested and included in ITIL. These roles will allow the proper individuals to easily see any incident or request which requires their attention. To allow for even easier identification, Efecte has designed dashboards including key data, views and visual reporting.

Features

Some of the key features allowing for the instant and easy use of Efecte Edge for ITSM Baseline are visual reports, predefined attributes, powerful workflows, full customization and independent certifications.

Visual reports

All of Efecte's solutions include the ability to create visual reports. These reports can be included into dashboards, allowing the user to clearly and easily view a large array of data. With these reports a user can view the exact tickets included within each field by simply clicking on the desired field. The information included into the graphs and the graphs themselves can easily be exported and used with any spreadsheet, document or presentation software. This allows for easy and uniform internal and external reporting.

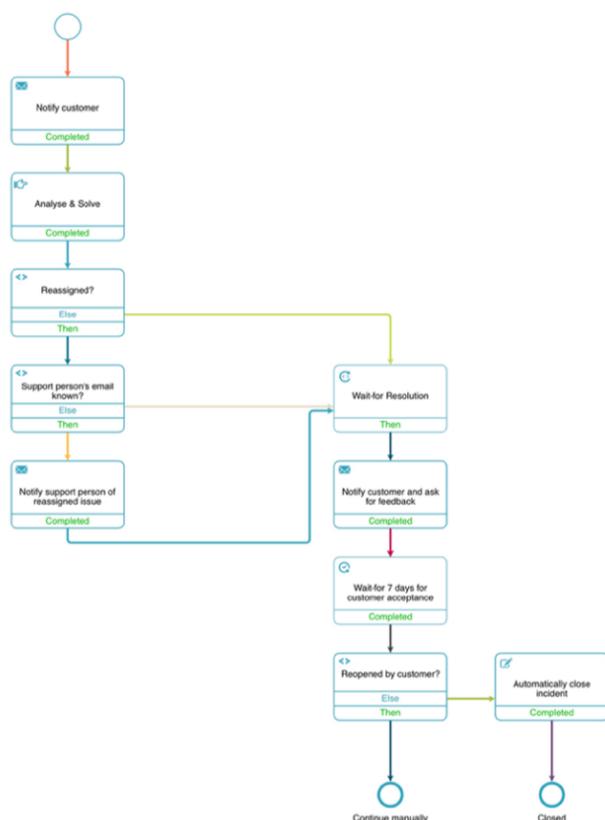
Predefined attributes

- ✓ Change Supervisor
- ✓ Change Manager
- ✓ Security Incident Team
- ✓ Request Manager
- ✓ Service Management
- ✓ Incident Supervisor
- ✓ Incident Manager
- ✓ Feedback Management
- ✓ Problem Supervisor
- ✓ Problem Management

Efecte has included multiple predefined aspects to help increase the implementation speed. The main attributes are roles, views, dashboards and workflows. Included standard are the roles above, all of which include multiple views and a standard dashboard, including the most needed data. Efecte selected these specific roles as they are the most commonly used, requested and follow ITIL best practices. The roles are automatically assigned to all current employees, and new employees receive their permissions once included into the directory.

Powerful Workflows

Workflows are pre-configured programs, helping to simplify common service desk tasks. Examples of the included workflows are notifying customers of the status and updates, password resets and simple service requests. By including these programs any service desk will be able to work more efficiently, by removing simple tasks, incidents and requests. This allows for focus on higher priority tickets, and decreases the overall time spent on any single ticket. This increased efficiency will help to increase the likelihood of meeting SLA resolution times.



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Full Customization

As with all of Efecte's solutions, there is the possibility to customize our SaaS. Efecte designed the baseline as a fully functioning set of standard roles and configurations following ITIL best practices. All of the included roles, views, dashboards, permissions and more can be customized at a user or system wide level to meet changing business needs.



Independent certifications

In order to verify the functions and features of our SaaS, we have chosen to certify the solution with independent organizations. Two of the most widely known and accepted assessment processes are PinkVERIFY by Pink Elephant and CERTIFIEDTOOL by Serview. These two certifications verify that the baseline follows ITIL processes, terminology, functionality, integration, workflow requirements and best practices. By verifying the solution with these two organizations all of our customers can trust that they will be able to install our SaaS quickly, and it will function as anticipated.

Benefits

Efecte Edge for ITSM Baseline will help any company simplify their ITSM processes by streamlining the required tasks, processes and information. Efecte choose the baseline's included functions and features to allow for quick installation and instant use. The Edge for ITSM Baseline includes the most commonly requested roles, with standard views and dashboards. This combined with the speed of implementation and seamless integration will allow any company to benefit from the use of our ITSM SaaS. Efecte Edge for ITSM is verified by Pink Elephant and Serview as following ITIL best practices, proving our solution.