MICRO FOCUS®

Micro Focus Service Request Center: Keeping People + Process Perfectly in Sync

Today, IT organizations are looking for ways to transform themselves into true business-focused service providers. In fact, in a recent survey conducted by Forrester Research*, 75% of the IT organizations interviewed stated that improving customer management, their business processes, and IT efficiency were the top three priorities. A centralized request center that can serve as the "store front" or the "front office" for your IT organization can go a long way in promoting user self-service, streamlining request fulfillment processes, and cutting IT costs, which in turn greatly improves satisfaction with IT.

Product Highlights

Introducing Service Request Center: The Modern Face of IT

Micro Focus® Service Request Center (SRC) provides your organizations with the opportunity to create a contemporary, new face of IT. It was developed to serve as the single point of contact between your customers and your IT organization and the single entry point into your service desk or into any other process-based application. A built-in service catalog complete with a starter pack of pre-built service requests

makes for a professional looking and functional service request center as soon as the solution is deployed. It also lets you easily showcase the breadth of services that your IT organization has to offer, reinforcing the fact that your IT organization is a strategic asset that delivers true business value. The centralized portal helps funnel and track requests through to fulfillment. The knowledge management capabilities make it easy to serve up information to your users as they type in their requests. This further promotes self-service and reduces the burden on IT.

Features and Benefits

Unified Service Request Center

Service Request Center provides a rich, interactive, and intuitive web portal that serves as a one-stop shop for corporate users to browse through the available IT services, submit and track requests, and review knowledge base articles. Your users can quickly see the costs and benefits of a service, before requesting access

*Source: Forrsights Global IT Budgets, Priorities, and Emerging Technology Tracking Survey, Q2 2010

Service Request Center Features

- Unified request portal
- Enterprise service catalog
- Service requests starter pack
- Knowledge management
- Service publishing
- Service level management
- Process-based solution

Open Interfaces

- Cloud-based solution
- On-premises solution
- Hybrid cloud and on premises

to the service itself. "New" or "Featured" services can be highlighted to your users, further promoting IT as a true business partner.

Enterprise Service Catalog

SRC lets you easily publish and organize available services into convenient categories. Choose from a wide array of icons or create your own icon to represent these services in the portal. Leverage the starter pack of pre-built service requests. Showcase all your SBM-powered applications as services within the portal and direct your users to a specific web page to request that service. Banners that "announce" new services and quick links on the portal increase the use of these services.

Contextual Knowledge Base

Service Request Center's powerful knowledge management capabilities alert users to potential solutions as they type in ticket information. Articles tagged as "Announcements" can appear in a ticker across the top of the SRC to quickly highlight ongoing issues and reduce the likelihood of duplicate tickets. A pre-built knowledge management process ensures that only articles that have been vetted by your team get added to the knowledge base.

Powerful Service Level Management

With SRC, your users are aware of the Service Level Agreements (SLAs) associated with each service that you have to offer. You can easily define service level targets and the rules that trigger corrective action when targets are at risk of not being met or are violated. For instance, a manager can get notified via email to investigate a high risk item and take steps to address it immediately. SLA measurements can be based on business calendars.

They can be suspended at certain points in the process if needed. SLA dashboards showcase a team's past performance against targets vs. current performance. You can drill down to a specific item to get to the root cause of an issue and then re-prioritize work or enlist additional help by routing work to a specialist using the Social IT capabilities built in to SBM. All the information is displayed in real time.

SRC can provide your customers with an easy-to-use single point of contact for your IT organization. It encourages employee self-service and "no-touch" issue resolution. It lets you showcase a host of services that you have to offer, allowing you to promote IT as a business-focused service provider.

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