

Micro Focus Service Desk

Deploy a complete, scalable service desk solution that lowers your service and support costs and improves service levels by streamlining and automating your entire service management environment.

Product Overview

Micro Focus® Service Desk reduces your mean time to repair (MTTR) and continuously improves your service management environment by streamlining and automating a complete range of service desk functions. It has been PinkVERIFY certified for 10 IT Infrastructure Library (ITIL) processes, helping you enact industry-acknowledged best practices. The integrated service management tool in Service Desk allows you to solve, submit, track, and manage requests via email, smartphone, or a convenient customer portal.



Key Benefits

With Service Desk, you can:

- Deploy a complete, scalable, and flexible service management environment quickly and inexpensively.
- Quickly integrate Service Desk with your enterprise directories, asset management, and authentication solutions.
- Enhance, improve, and automate incident, problem, and change management processes using a centralized Configuration Management Database (CMDB).

- Speed resolution times and reduce frustration by empowering users to solve their own problems.
- Embrace and follow key ITIL service support and delivery support processes without hiring expensive consultants.

Key Features

Service Desk can offer your organization the following features and capabilities:

Service Desk Store

Service Desk features a self-service user portal called Service Desk Store. The new feature provides an icon-based request service for users to request items from the Service Desk. The items can range from software to hardware to abstract requests.

Web 2.0 Architecture

Service Desk supports the widest variety of browsers on nearly every operating system, embracing the latest Web 2.0 technologies.

Vendor-Neutral Approach

Service Desk supports all major operating systems, databases, and application servers with simple installation and configuration on existing business systems, reducing the need to invest in proprietary software or specific hardware.

System Requirements

Service Desk is available as a complete service management solution or as a more basic incident management tool. For detailed product specifications and system requirements, visit: www.microfocus.com/products/service-desk/system-requirements/

Support for Open Standards

Service Desk applications support open standards and comply with standards such as XML, web services, Java, email, and cascading style sheets (CSS).

Scalability

Service Desk supports thousands of concurrent users and integrates easily with other systems to expand and adapt to your existing enterprise applications. It also offers complete support for clustering, load balancing and failover.

Fast, Efficient Deployment

With Service Desk, there are no more 6–12 month implementations and long-term consulting contracts. We've designed Service Desk so your technicians can customize it using simple configuration options and style changes.

Seamless Integration

Ease of integration with third-party applications via web services eradicates the prohibitive cost usually associated with enterprise integration

Service Desk helps organizations align IT services and processes with business requirements and objectives. This can save organizations money by reducing the time IT teams spend on issues and helping organizations avoid downtime, increase productivity and speed business services.

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projects. The system comes pre-integrated with all major asset management tools and supports all lightweight directory access protocol (LDAP) and Active Directory servers for authentication.

Support for Micro Focus Technologies

Service Desk works seamlessly with other solutions such as Micro Focus ZENworks® Configuration Management. Service Desk also gives users access to tools such as ZENworks remote control and bundle assignments from within the Service Desk console.

ITIL Certification

Service Desk provides fine-grained control to support fundamental ITIL processes. This support has been independently verified by PinkVERIFY, which certified Service Desk in 10 ITIL processes:

- Change management
- Request fulfillment
- Incident management
- Service asset and configuration management
- Knowledge management
- Service catalog management
- Problem management
- Service level management
- Release and deployment management
- Service portfolio management

Calendar Support

Technicians can import tasks into any calendar application that supports iCalendar.

Line Manager Approvals

Many IT requests require approval from a user's line manager. Rather than have your IT staff hunt down the correct manager, Service Desk provides a smooth workflow for line manager approvals.

Scheduled Reporting

Service Desk produces huge amounts of information on the state of IT. To make sure this information reaches the right hands, you can schedule any report to run on a regular basis or whenever necessary.

Relationship Impact Map

Service Desk provides a visual guide to how changes or outages in a single component will affect the entire IT infrastructure.

Intuitive User Interface

Service Desk provides fast, easy access to information and rapid return on investment with an easy-to-use, browser-based interface with single sign-on options for instant access. The fully customizable visual dashboard lets technicians see the information they need to do their job, while managers can see the information they need to answer bigger questions.

“We’ve freed up about one quarter of our IT staff’s time using Novell (now part of Micro Focus) Service Desk. They’re now able to spend more time focused on meeting the business needs of our users.”

ROBERT CAHOON

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