



Improve Customer Satisfaction and Reduce Cost with Automation

Modern organizations' increasing reliance on technology to enable business processes, generate revenue and realize cost savings creates an ongoing pressure on IT service desks to mitigate the impact of performance and service delivery issues. Managing the impact of problems and expediting resolution to satisfy the business while controlling cost has become an ongoing reality for any modern IT Service Desk.

Numara® FootPrints® Incident & Problem Manager Benefits

- ✦ Reduce incident volume by identifying recurring incidents and fixing root causes
- ✦ Improve resolution rates
- ✦ Increase customer satisfaction by minimizing the impact of incidents, eliminating unnecessary or unplanned downtime and improving communication
- ✦ Increase first-call resolutions by quickly associating the incident to a known problem and the appropriate resolution
- ✦ Improve organizational knowledge by providing the status of known issues and knowledge base solutions to ease troubleshooting.
- ✦ Reduce the impact on the business with more accurate tracking and faster resolution
- ✦ Track performance against service level agreements with configurable dashboards
- ✦ Improve customer satisfaction with flexible submission methods via email or web and timely response and resolution
- ✦ Increase awareness with configurable email notifications
- ✦ Save time, money and resources for the service desk agent, allowing them to spend more time being proactive

When outages or issues occur, you need the ability to restore normal service operations as quickly as possible. To effectively manage costs while maintaining customer satisfaction and service delivery to the business, turn to an automated incident response and problem resolution solution so you can more effectively:

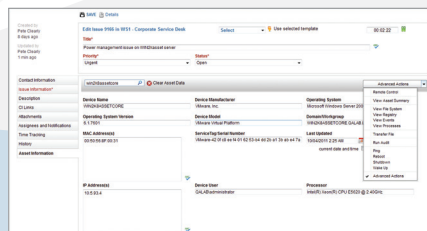
- ✦ Restore service during an event
- ✦ Improve incident resolution rates
- ✦ Identify trends to reduce recurring incidents
- ✦ Track and document the incident resolution process
- ✦ Communicate with technical support and impacted users
- ✦ Optimize and maintain service quality and availability

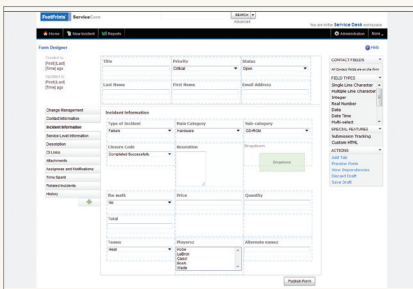
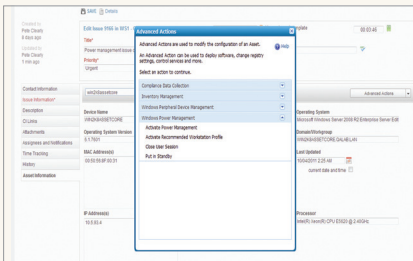
With Numara® FootPrints® Incident and Problem Manager, you can automate, manage, track and tailor your workflow for Incident and Problem Management in a modern, Web 2.0 solution that puts the power back in the hands of the service desk. From the intuitive drag-and-drop Form Designer and customizable Self-service Portal, to the actionable Executive Dashboard, FootPrints Incident and Problem Manager helps you ensure that all incidents and problems are quickly and cost-effectively recorded, managed and resolved.

Powerful, Flexible Solution

FootPrints Incident and Problem Manager provides you with valuable, actionable information regardless of your role. Flexible, powerful dashboards present relevant information, at a glance, to help service managers and directors understand and articulate how the service desk is performing. Secure, web-based administration enables IT administrators to quickly and easily configure the service desk for Incident Management, Problem Management, and other IT and business processes in minutes with built-in and customizable templates. More specifically, Numara FootPrints Incident and Problem Manager helps you:

- ✦ Increase customer satisfaction
- ✦ Reduce incident volume
- ✦ Increase first-call resolutions
- ✦ Improve organizational communication





FootPrints Incident and Problem Manager Features

Flexible Configuration – Align IT services with your business goals through easy-to-use configuration tools without the need for expensive consultants or highly skilled programmers.

Multiple, Separate Workspaces – Efficiently store incident and problem information in distinct workspaces and maintain unique identification and data security. Deploy ready made ITIL® compliant Workspace templates or customize unique Workspaces to adhere to business processes beyond IT, including human resources tracking, bug tracking, facilities management and compliance.

Executive Dashboards and Business Intelligence – Bring business intelligence to IT Management and executives in a modern, customizable dashboard that enables continuous service improvement and SLA measurement. Optionally generate more detailed reports on team activities for front-line management.

Visual Form Designer – Easily customize form layout and fields with an easy-to-use, intuitive visual design tool.

Automated Workflows and Assignments – Reduce human error and save time through workflow and assignment automation. Create rules that implement actions based upon criteria you define such as automatic priority assignment, escalations or notifications. Meet or exceed SLAs with the automated calculation of priorities based on impact and urgency factors. Automatically assign incidents and problems to the correct teams or individuals.

Link Incidents and Problems – Link incidents to a problem record, communicate with customers and resolve incidents in a single action, while logging them in the searchable Knowledge Base for service agents and customers to access.

Self-service Portal – Customers can search the knowledge base, create and track incidents, reset network passwords, and get important updates 24/7.

Flexible Submission Methods – Provide customers with the flexibility to create or update incidents through a customer portal or via email. Agents too can create or update incidents via the web or email.

Configurable Notifications – Configure the content, look and feel of email notifications and control when notifications are sent.

Audit Support – Detect and monitor critical data changes to ensure data integrity for reliable auditing of records and to maintain compliance.

Quick Templates – Reduce the amount of time required to create incidents by enabling quick issue templates configured with predefined data for high-volume incident types.

Track Related Problems – Create and maintain linked relationships between incidents and associated problems or known errors.

Measure Customer Satisfaction – Create and distribute customer satisfaction surveys to measure IT department performance.

Change Manager and Configuration Manager Integration – Integrate with FootPrints Change Manager and Configuration Manager. Problems that require a change in the infrastructure can automatically send an approval request for change and updates to the CMDB.

Imagine...having the choice to:

- Decide which components or products are relevant to your business
- Manage various platforms from one console
- Invest in one point product, a solution set of multiple products, or the entire suite
- Buy what you need and not what the vendor dictates

For more information on the minimum requirements necessary to use FootPrints Incident and Problem Manager, please refer to our Technical Specifications document available online.

FootPrints family

FP Incident&ProblemManager

FP ChangeManager

FP ConfigurationManager

FP ServiceCatalogManager

FP InventoryManager

FP RemoteManager

FP DeploymentManager

FP PatchManager

FP DeviceManager

FP VulnerabilityManager

FP ComplianceManager

FP PowerManager

FP MigrationManager