

**TIMELESSMIND  
SERVICE  
ASSURANCE**

**ECM PLATFORM**

**WHITE PAPER**

There are many sides to service. It is a intangible asset with very real life impacts. Over time service has evolved from the simple shoe shiner to what it is today. Despite the way that service has changed over the years many companies still employ sluggish, ineffective and costly systems. With the global market becoming closer knit day by day one needs to evolve or go the way of the dinosaur.

ECM service manager lets you leverage tomorrow's technology today giving you not just an even footing but a first mover advantage. Leverage the power of consolidation through sophisticated integration. Correlate the relationships between incidents, problems, assets, locations and vendors in a single source.

**Key elements of ECM service manager:**

- **ECM Service Desk:** The keystone to service management is being able to manage your service desk quickly and effectively. When customers come to you for help their experience might mean the difference between keeping or losing a customer. ECM Service desk manages incidents, problems, activities, tasks and solutions in one simple to use package.
- **Knowledge Base:** By having a consolidated knowledge base IT support representatives can easily find the details behind a solution. Symptoms, causes and solutions listings not only

help solve problems but are also a key preventive tool

- **Self Serve:** ECM Service

Desk supports a fully customizable self service solution. When combined with the service desk solution self service can allow users to submit requisitions for services, resources or apply approved fixes in the knowledge base for common problems.

- **Green shift:** It is becoming increasingly important for a company to be green. By using ECM Self Service manager you not only

save money but you also help save the environment by eliminating long paper trails of requisitions. Most solutions today still require paper copies to be printed for historical reasons. ECM Self Service Manager keeps a detailed history of each event should you need it.

- **Template:** ECM Service Desk templates are a powerful tool. They are easily set up to handle high volume service requests, incidents or problems. By using ticket templates you can create specific rules on tickets generated from a specific

source and allow for automatic categorization.

- **Information hiding:** With so many features and details available it is important to hide the information from some but not others. The complete ECM solution enables for users to belong to authorization groups, roles or fully customizable
- **Tracking:** ECM Service Desk tracks all important times and dates so you can see if targeted assessments are being met and how much they are off. Communication logging allows users to see past actions in order to make informed decisions. Link related assets, locations and vendors

- **Threat Matrix:** Chances are that at any given time there will be multiple problems, events and incidents in flight at any given time. As these events are logged they become part of the ECM Priority Matrix. ECM Priority Matrix combines impact, urgency and internal priority into a single ordered list making it easy to have an over view of the situation and to make adjustments easily.