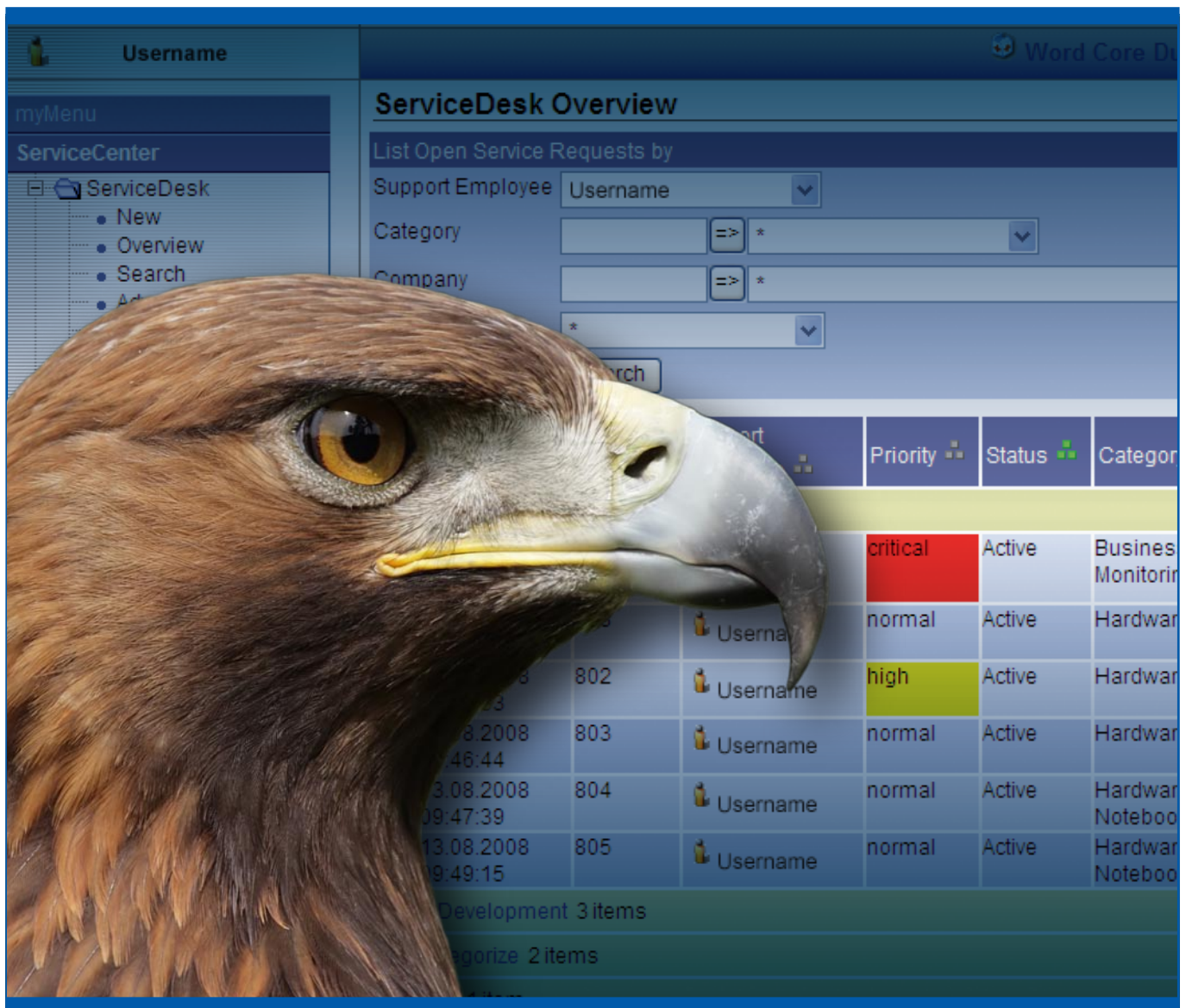


theGuard! ServiceDesk



Future-Proof Your IT Service and Support Processes.



theGuard! ServiceDesk

“With theGuard! ServiceDesk, we were able to significantly reduce the cost of IT operations in no time.”

Michael Nogger, IT Operations Manager Europe at Checkpoint Systems

Optimized IT Service and Support Processes

■ As an IT manager, you need to secure the continuity and reliability of enterprise-wide business processes. At the same time, your administrators need to be able to fully understand the technical relationships between business processes and the objects that affect them. Here the objective is to quickly detect and process error messages and to optimize affected business processes.

theGuard! ServiceDesk helps you increase the efficiency and transparency of your IT service and support processes. The service desk system complies with ITIL guidelines and can be adapted to suit your requirements and processes, giving you the means to ensure fast and efficient responses to error messages. The pre-configured standard workflows of theGuard! ServiceDesk are geared to real-world customer needs and will further assist you in your efforts.

theGuard! ServiceDesk supports all ITIL disciplines.

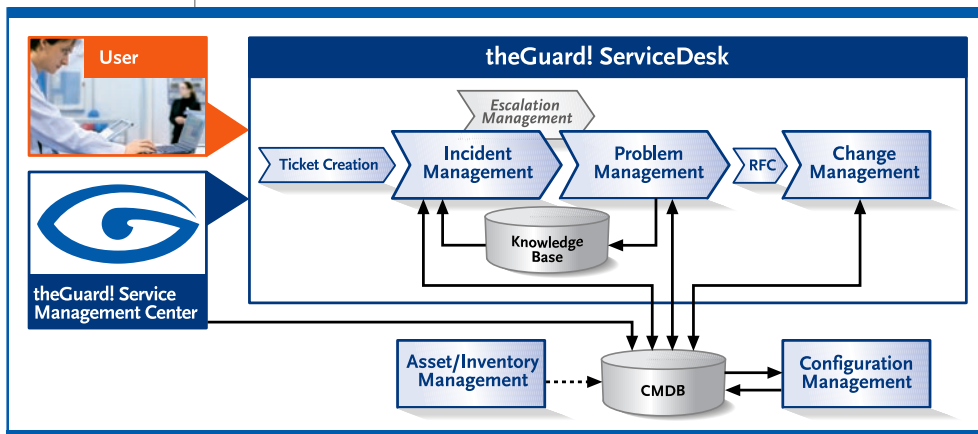
Combined with additional modules of theGuard! Service Management Center, theGuard! ServiceDesk is a comprehensive solution that allows you to operate your IT organization in compliance with ITIL guidelines and to monitor critical business processes. It helps you document how your IT contributes to your strategic business objectives and makes sure that it will continue to do so.

ITIL-Compliant IT Service Management

■ The multilingual capabilities and entirely Web-based interface of theGuard! Service Desk allow for 24-hour support services that comply with the recommendations of the IT Infrastructure Library (ITIL).

Incident Management

■ theGuard! ServiceDesk can be easily adapted to existing Incident Management workflows. Workflows and service processes can be freely defined, specific ticket forms can be easily created and saved. All this while taking into account the different roles and skill levels related to incident processing. Once interruption information and requests are received, a ticket can be automatically assigned to the appropriate support group. Users can choose from a variety of options to open a ticket: e-mail, integrated self-service desk, external tools, or supporter user interface.



Powerful open interfaces allow for extensive customization. Service level compliance can be verified based on automatically generated analysis reports on the temporal distribution of requests and successful error elimination. As a result, you will achieve greater cost transparency, solve recurrent problems more quickly, and put an end to inefficient practices.

In combination with theGuard! Business Service Manager incidents can be automatically detected and forwarded to theGuard! ServiceDesk as a ticket. Furthermore, you can take advantage of the SAP User Exit to enrich tickets with transaction-relevant data.

The integrated known error database (knowledge base) even further simplifies ticket processing: it allows first level support staff to access all the relevant information regarding the affected components and systems with a single click of the mouse.

Problem Management

■ In theGuard! ServiceDesk, incidents or instructions can be linked to the respective Configuration Items (CI) or instructions in the knowledge base by using its easy-to-use search and classification features. This provides your company with an overview of similar types of incidents and their sources, which in turn facilitates structured and efficient root cause analysis and allows for a proactive approach to problem resolution. Any resulting requests for change (RFC) will be automatically forwarded to Change Management.

It also possible to split up tasks to allow for parallel problem solving and identification of the underlying causes.

Change Management

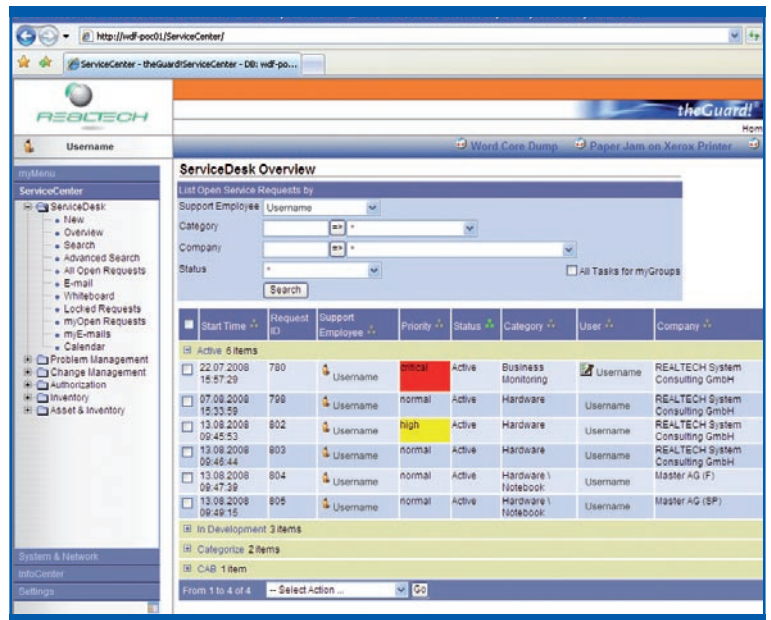
■ The pre-installed Change Management workflows of theGuard! ServiceDesk strictly follow ITIL and Sarbanes-Oxley (SOX) guidelines. What's more, these workflows can easily be tailored to the needs of any company.

Each process is based on the principle of segregation of duties. Different roles and the resulting dependencies are taken into account. An RFC can be split up into individual sub-changes (work packages) to enable simultaneous and optimized processing.

Flexible Reporting and SLA Monitoring

■ theGuard! ServiceDesk collects and stores ticket processing data such as response and resolution times. This data can then be used to monitor performance against agreed service levels or to create custom reports.

By default, the software provides pre-configured reports on the most critical tasks and analyses. Additional customized reports can be easily added when necessary.



Combine Multiple theGuard! Products to Maximize Synergies

■ theGuard! ServiceDesk can be deployed as a standalone help desk solution or as an integrated component of theGuard! Service Management Center. The combination of individual components yields additional optimization opportunities for your IT management.

The integration with the Configuration Management Database (CMDB) as well as with Business Service Management (BSM) will provide you with an end-to-end and consolidated view of your configuration items, your business processes, and the underlying IT infrastructure.

This gives your company a bird's eye view of its processes and configuration items, their relationships, their interactions with current workflows (e.g. scheduled change processes), and the resulting availability of its business processes (monitoring and visualization based on theGuard! Business Service Manager).

Detailed information on all open tickets is available at the click of a button.

At a Glance

- ▶ Pre-configured, ITIL-compliant process mapping in workflows
- ▶ Customizable workflows and processes
- ▶ Rule-based task assignment
- ▶ Service Level Management
- ▶ Knowledge base (known error database)
- ▶ Freely configurable escalation paths
- ▶ Extensive reporting and analysis tools
- ▶ Entirely web-based

theGuard! Products and Capabilities

	Business Process Management	Business Service Management	IT Service Management	Application Lifecycle Management	Configuration Management	CMDB
theGuard! Service Management Center						
theGuard! Business Process Manager	●					
theGuard! Business Service Manager		●	●		●	●
theGuard! ServiceDesk			●			
theGuard! CMDB		●	●		●	●
theGuard! Change & Configuration Management						
theGuard! ChangePilot				●		
theGuard! TransportManager				●		
theGuard! SyncAssist				●		
theGuard! InterfaceManager	●					

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About REALTECH

REALTECH AG is an international holding company that specializes in SAP technology consulting and the development and marketing of IT service management software.

REALTECH Software Products GmbH is **Europe's leading provider of system management software**. REALTECH's theGuard! suite of products is the world's only highly integrated software portfolio for **enterprise-wide IT management and secure business processes**.

theGuard! Service Management Center includes software for your business process and business service management needs, supports all service management disciplines according to ITIL V3, and offers comprehensive monitoring, analysis, and alerting features. REALTECH's **theGuard! Change & Configuration Management** products ensure the reliable execution of development and change processes across multiple systems and applications. This improves the quality of applications (e.g. SAP) and helps ensure system stability and auditability.

Over 1,000 companies and institutions the world over have been relying on theGuard! software solutions for over a decade now. This includes companies such as OSRAM, John Deere, Atos Origin, EnBW, German savings banks, and the German Army.

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