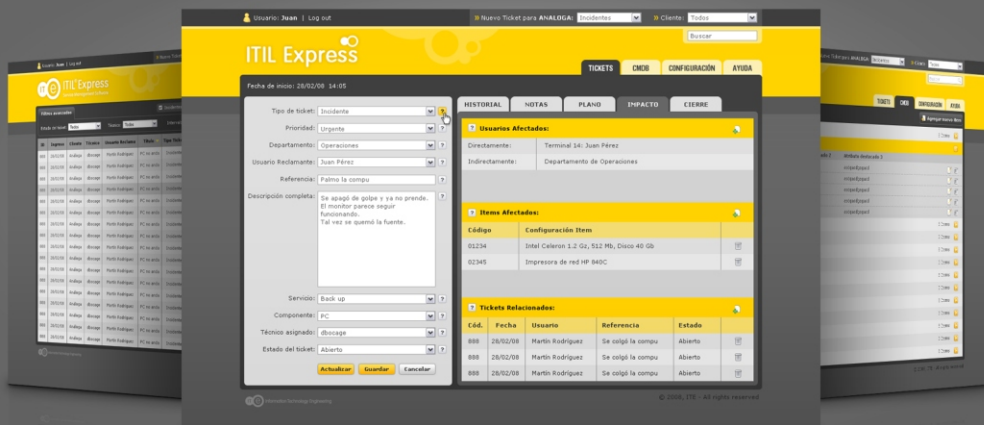


ITE ITIL[®] Express Service Management Software

To be able to compete, companies need to integrate information technology to critical business processes. The success of your IT investment depends largely on your ability to manage IT department activities, technological assets, changes and capabilities of your team.

ITE ITIL[®] Express Service Management Software is the key for success. ITIL / ISO 20000 defines the processes that must be done by the IT department, and how to measure them based on international best practices. ITIL objective is to align IT services with business requirements, increase quality of delivered IT services and reduce the cost of provisioning these services.

ITE ITIL[®] EXPRESS allows for a FAST, real world, implementation of ITIL best practices like: Incident Management, Change Management, Problem Management, Inventory and Configuration Management (CMDB), Purchase Management, etc.



ITE ITIL[®] EXPRESS is a tool 100% WEB based, configurable to allow the user to document the IT infrastructure with a low or high detail level based on the organizational requirements and needs.

ITE ITIL[®] EXPRESS provides versions for companies of all sizes including small and mid sized IT departments, and Service Providers. The SaaS (Software as a Service) model offered allows a low risk fast implementation with a very low initial investment.



General Features

- Simple Forms and Workflows
- 100% Web Based
- SLA alarms
- On-Demand service, no infrastructure required
- Platform independent

Configuration Management

- Inventory and Configuration Management
- 100% configurable CMDB
- Definition of new CI types and its attributes
- Definition of any kind of relationship between CI's
- Automatic computer discovery

Incident and Service Request Management

- Incident or service request (ticket) reception using web form or e-mail
- Ticket follow up
- Tickets are related to the Service Catalogue, Configuration Items or other tickets.
- Configurable priority and states.
- Mail notification on ticket changes.
- Opened time, real worked time and accountable time statistics. Non accountable status and time frames.
- Common causes statistics and ticket review for analysis.
- Easy change, problem or purchase creation from a ticket.

Change Management

- Planning and control of complex or risky changes.
- Dynamic "Change Advisory Board" definition
- Authorization record.
- Users notification (Planned System Outages).
- Change Documentation
- Post implementation Review
- Change statistics

Problem Management

- Problem and Known Error follow up
- Easy relating with other tickets
- Easy creation of related Change Requests
- Problem Statistics

Purchase Management

- Quote Requests
- Quote recording and evaluation
- Technical REcommendations
- Quote approval and Purchase Order
- Purchase evaluation and payment enable

Reports

- Reports aligned to Service Catalogue enable an easier business alignment and communication
- Exportable to MS Excel
- Lists, charts and multiple tables