

# SERVICE DESK CRM SOLUTION

A SOLUTION OFFERING FOR CORPORATE & ENTERPRISE



Auxilion has extensive experience in the set-up, takeover, transformation and running of service desks - based on ITIL® and MOF best practices and our own service desk solution based on Microsoft technologies.

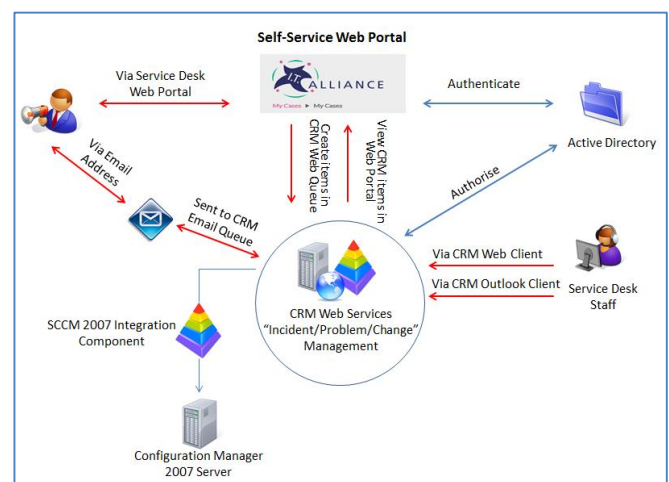
Auxilion has extensive experience in the set-up, takeover, transformation and running of service desks - based on ITIL® and MOF best practices. To support the delivery of these services, we have developed a service desk solution based on Microsoft technologies.

This solution automates the management of incidents, problems, changes and service requests. It provides real time management reporting on performance and adherence to service level agreements.

Customers of the service desk are kept up to date via web updates, with all communications stored and tracked, which provides a complete service history.

## High Level Solution Architecture

Microsoft Dynamics CRM is the hub for the complete solution. It stores the cases, changes and problem entities, their associated workflows and forms, and produces Service Level Agreement and Operational Level Agreement statistical metrics.



## Key Benefits

**COST EFFECTIVE:**

Our solution leverages the features of several Microsoft products, so clients with existing Microsoft Enterprise Licence Agreements need not incur significant software licence overheads

**ITIL® AND MOF STANDARDS COMPLIANT:**

Our solution is fully compliant with industry acknowledged I.T. Service Management best practices, including ITIL® and MOF

#### AUTOMATED ROUTING AND ESCALATION:

Queuing, routing and escalation of incidents, problems, change and service requests can all be automated, as can communications tracking and e-mail responses or notifications

#### REALTIME PERFORMANCE MEASUREMENT:

Our solution has built-in support for external Service Level Agreement and internal Operational Level Agreement monitoring and real-time reporting

#### QUICK AND EASY TO DEPLOY:

Auxilion provides a fully managed deployment service to ensure that the solution is up and running as quickly as possible

#### FULLY CUSTOMISABLE:

All aspects of the solution can be tailored to address specific client needs. If required, interfaces can be developed to enable integration with other legacy or strategic in-house developed or commercial packages

#### CUSTOM USER EXPERIENCE FOR EACH USER GROUP:

Provide access to the solution via Microsoft Office SharePoint Server, Microsoft Office Outlook, or a bespoke user interface tailored specifically to the needs of your business

#### MANAGE INCIDENTS, PROBLEMS, CHANGES AND SERVICE REQUESTS:

Create, assign and manage all service entities across multiple channels, including phone, e-mail, Web, in-person and emerging channels

#### ROUTE AND QUEUE SERVICE REQUESTS:

Dispatch service requests to queues where individuals and teams can access them easily and automatically route them to the appropriate individual, supervisor or expert

#### OPTIMISE PROBLEM RESOLUTION:

Resolve common support issues quickly using a searchable knowledge base. Ensure that published information is complete, correct and properly tagged using built-in review processes

#### MANAGE SERVICE CONTRACTS:

Create and maintain service contracts within Microsoft Dynamics CRM to manage service level agreements (SLAs), refine business processes and bill customers accurately

#### MANAGE AND AUTOMATE E-MAIL RESPONSE:

Maintain accurate account, contact and service history with automated tracking and response for customer e-mail messages

#### SCHEDULE APPOINTMENTS AND RESOURCES:

Manage service appointments and resource allocation across your service sites and locations with a single calendar view of service professionals, tools, resources and facilities

#### TURN DATA INTO ACTIONABLE KNOWLEDGE:

Identify common support issues, track service processes and measure service performance. Use rich reports that are provided as part of Microsoft Dynamics CRM or easily build customised reports with wizard-based tools that do not require technical resources from IT

## Technical Architecture

The Auxilion Service Desk Solution architecture seamlessly integrates a number of Microsoft components including Dynamics CRM 4.0, SharePoint Server 2007, SQL Server 2005 and System Centre 2007. Solution customisation is undertaken using ASP or C# .Net and AJAX.

## Maximise the Alliance

We offer a mix of flexible, customised solutions that are second to none and we have the experience and the skilled resources to deliver the level of managed services that you demand.

## FURTHER INFORMATION

For more information please contact your sales representative or email [info@auxilion.com](mailto:info@auxilion.com)

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