

Softlib for ITIL – Proactive Service Operation

Deliver just the Right knowledge to End Users or Experts

The Challenge:

Service Operation is challenging. When events, incidents and problems surface, resolving them requires correlating information across many repositories – Change Management, Event Management, Service Desk, Knowledge Management, Configuration Management, network repositories, portals and sometimes online forums and news groups.

According to Forrester Research, in a typical resolution cycle, Solution Identification can take as much as 50% of the overall issue resolution time.

Softlib Software solutions help all personnel responding to alarms on the Event Management system perform the Solution Identification phase as much as 10x faster, resolving service issues even before end users are aware of a problem. Our solutions deliver the following unique capabilities:

- Automated Knowledge delivery
- Guided knowledge search and navigation
- Personalized knowledge universe, with favorites
- Logical/virtual organization of knowledge, without moving it around
- Add/Share knowledge from one easy to use interface
- Knowledge analytics
- Add-on solutions, no change to current systems
- Implementation in days and a very robust ROI

With Softlib you can substantially reduce costs of service while improving the service experience.

“In the tight economy of today it was imperative to invest in technology that will free up our team and provide immediate ROI”

Mrs. Sharon Gietl, CIO, Doe Run

“For a typical use-case...would typically need to spend almost 10 minutes simply locating all of the relevant information. This time is now reduced to less than 1 minute”

Support & Dev. Group Manager, Cisco

North America

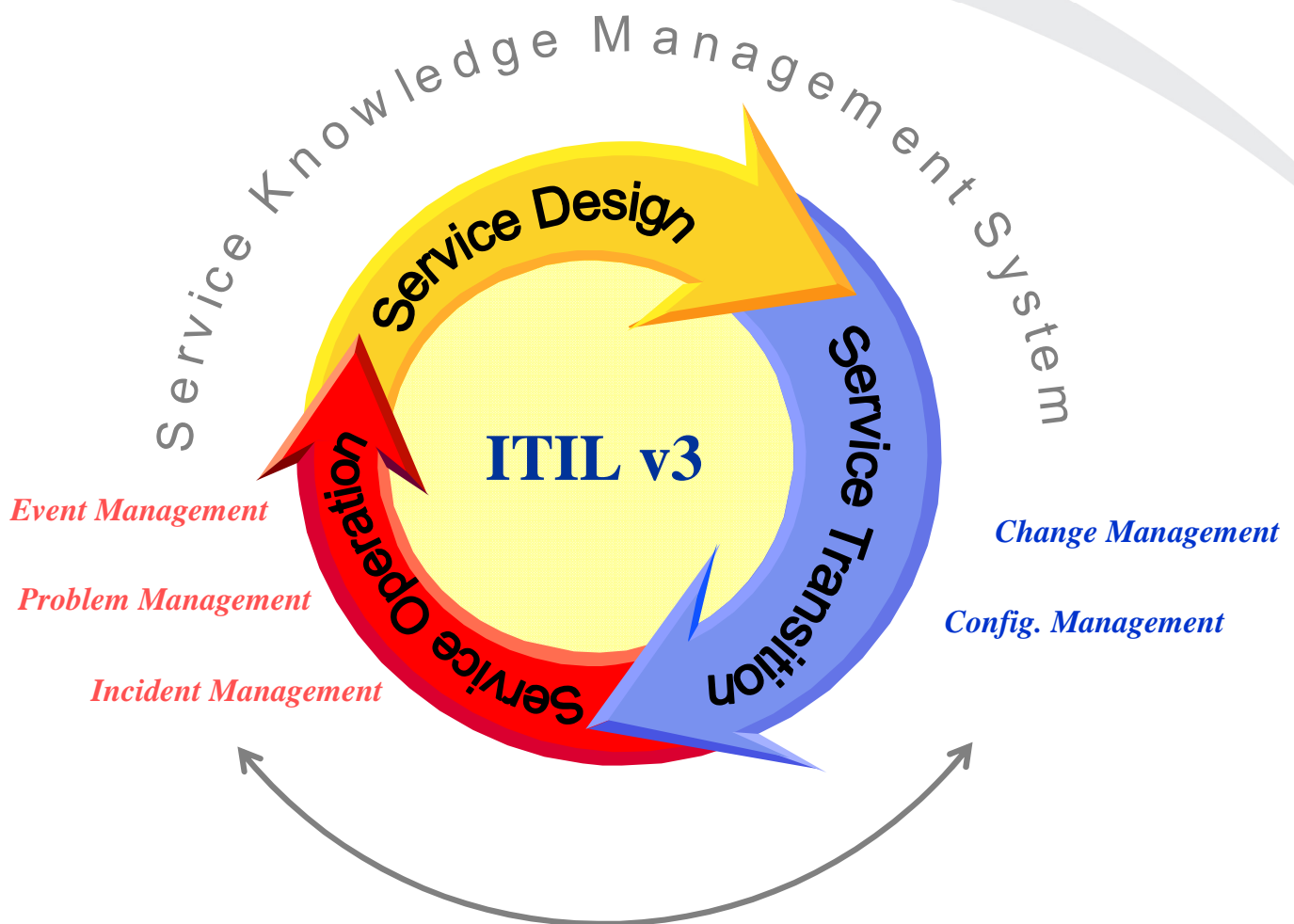
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Key Benefits:

- Substantial cost savings through immediate access to the right knowledge:
 - Deflect issues by providing Self Help to end users
 - Shorten resolution time
 - Reduce escalations
- Proactive service delivery and shorter business interruptions
- Seamless integrations eliminate the learning curve & accelerate ROI

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