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## RMS Insignia - Service Management

### Delivering the service your customers need

Customers can be challenging – even when they're your colleagues! They expect their IT services and systems to work 24/7 – no glitches, no outages, no forgotten passwords. They don't want to know what the problem is – they just want it fixed and without any inconvenience.

- There are out of the box solutions – but the problem is that they only operate at a limited level and, often, don't have the potential for growth as your operation expands and the demands of the users become more complex.
- There are frameworks that have more flexibility – but need a much higher level of in-house skills to manage – with a correspondingly much higher cost of ownership.
- RMS offers the best of both worlds – an out of the box solution with high end functionality, massive flexibility and growth potential. This means your cost of ownership is much lower and delivers much better results well into the future.



#### RMS Service Management

##### Insignia Includes:

- Incident and Problem Management
- Change and Release Management
- Asset and Configuration Management
- Self Service and Request Management
- Service Level Management
- Knowledge Management

# Incident and Problem Management

## Getting to the root of the problem

Sorting service desk incidents out is only half the challenge; finding out why they keep happening is the other side of the coin. Being able to do both will ensure your service desk gains in credibility and that customer satisfaction increases – and these modules have been developed from 20 years of customer feedback – so they're functionally rich resources.



## What it is

The Service Desk module provides integrated incident and problem management to quickly respond to end user issues and provide on-going service improvement. Full functionality is provided out of the box, but configuration options allow different views and terminology to be provided to group of users and additional details to be added, to quickly tailor the processes to your specific requirements.

## What it does

The Incident Management module logs incidents and resolves them as quickly as possible. It includes:

- Quick call logging with comprehensive categorisation to support management reporting.
- SLAs to track multiple response and resolution stages, mirroring the service requirements for different groups of users and services.
- Alerting and escalation to ensure that priority issues are addressed in a timely fashion and key personnel are kept in the loop.
- Incident workflow with automated changes and emailing, so that processes are as efficient as they can be, and end users are kept fully informed.
- Extensive querying, to help answer that ad-hoc question, or pinpoint a specific issue. How many times do you need specific details for a meeting, or your managers meeting?
- Automatic identification of similar calls, so that a serious issue can be quickly detected, or a previous solution re-used.
- One click access to relevant details, to quickly find the full facts while on the phone.

- Confederated inventory databases i.e. easy access to external inventory databases, to drill down into configuration details to solve a technical issue, without having to learn another product interface.
- The integration of a Technical Service Catalogue to enable understanding of the impact of a component failure on the business.
- Very flexible working calendars to ensure the level of response is matched to the user's requirement.
- Allocation to third party maintenance and support suppliers, with performance tracking and reporting, to ensure third party SLAs are met.
- Specific major incident functionality, to help streamline repetitive call logging and linking when a flood of calls are received.
- Satisfaction survey tools to monitor the level of customer satisfaction and ensure that changes are having the desired effect.
- Multi-tenanting - separate terminology and coding for different service providers e.g. estates and HR, servicing the same end-user population so different departments can benefit from shared administration, but still operate independently.

The Problem Management module also has:

- Problem Management categorisation for effective analysis.
- Linked incidents and inventory tracked over time to understand the real impact on the organisation.
- Automated updating and clearance of linked incidents when a problem is resolved.
- Structured Kepner and Tregoe analysis to assist problem solving.
- Integrated with Change Management to create and track changes to resolve a problem.
- Multi-tenanting - separate terminology and coding for different service providers e.g. estates and HR, servicing the same end-user population, gaining benefits of shared administration.

# What it can do for your organisation

These modules will give you the means to:

- Identify underlying problems that cause incidents and address them so that the number of incidents being logged goes down – and so that your staff are not constantly reinventing the wheel, whilst customers aren't suffering the frustration of recurring problems.
- Ensure that incidents are addressed proportionally so that effort is allocated to incidents with the highest business impact, and the value of the service can be reported back to the business so that management can see the improvement in results.
- Improve the availability of business services by identifying the impact of component failure on business services as quickly as possible and, therefore, avoiding delays and downtime. The RMS Telephony Interface tool allows even more flexibility with these modules.



For more information on the Incident and Problem Management modules (and the Telephony Interface) please contact us by email at [info@rms.co.uk](mailto:info@rms.co.uk) or call 01454 281265.

# Change and Release Management

Streamline for successful change management



To quote a well-known cliché 'The only constant is change' and organisations that are well prepared to manage the speed of change in the 21st Century are those who will stay ahead of their competition.

## What it is

The RMS Change Management system is part of the Service Management Suite, but can also function as a stand-alone – and very powerful –

business tool. It streamlines and manages the activities and workflow processes that have to be addressed with any changes. It provides the means for the organisation to map and complete the steps needed to achieve specified standards – like ISO 9000 – and put formal methodologies into place. From an ITIL perspective, it provides functionality for Change and Release Management as well as Request Fulfilment.

## What it does

The system uses pre-defined workflow models for different types of changes to provide a consistent and effective process through:

- Assessment.
- Authorisation.
- Implementation.
- Completion.
- Review.

These facilitate the planning, monitoring and control processes to ensure that changes take place smoothly and without hindrance or bottle-necks.

The functionality includes:

- Comprehensive change details, including linked documentation, to fully describe the request and required actions.
- Facility to bypass stages for quick or repetitive changes.

- Configurable views for groups of users, so only relevant details are shown.
- Configurable data requirements for different types of changes to capture the necessary relevant information.
- Automatic CMDB updates, aligned to the workflow, so that, for example, managing a department move automatically updates the location of that department's equipment.
- Tracking of time and cost, and comparing estimate to actuals to understand and improve estimation.
- Recording of impact on core service components, providing visibility to end users of service downtime.
- Allocation of changes to a project to track releases.
- Extensive querying to answer ad-hoc questions or provide ongoing management information.

## What it can do for your organisation

This system allows you to create consistency and quality in your delivery of services as well as the associated procedures and processes. It will:

- Demonstrate compliance with standards and quality procedures to provide external bodies with information when needed.
- Provide a method of evaluation to ensure your business processes are viable and effective.
- Give the people most affected by the change the information that clarifies the change process which also gives them a feeling of inclusion.
- Allow good budget control to ensure costs don't escalate beyond what has been planned for.
- Identify the impact of unplanned changes and generate alerts to ensure action can be taken promptly in situations such as equipment failure.
- Ensure that there is no need to duplicate work already done by following models of changes that have been successful.
- Enables checks on progress and ensures that key milestones are met on time and that the key personnel are working fully in synch with the change plan.
- Allow a 'fall-back' strategy to be ready if any part of the change process proves to be unsuitable or unviable.

- Provide a framework for further change giving credibility to new change initiatives so that getting the appropriate buy-in is easier to achieve

For more information on the Change Management system, please contact us by email [info@rms.co.uk](mailto:info@rms.co.uk) or call 01454 281265.

# Self Service and Request Management with the Customer Service Centre



Giving customers better service with less effort

On a busy help desk it can feel as though you never get to the end of the queries. What you need is a system that does the basic administrative tasks for you and frees your time to deal with the tougher issues.

## What it is

The RMS Customer Service Centre (CSC) is a web based service delivery framework (or portal) and provides seamless access to the RMS Service Management Suite for various groups of users including customers, IT engineers and management. The Management Information System (MIS) facility is part of this module.

## What it does

The CSC is controlled by a powerful content management system, Active Site. You don't need web skills to quickly and easily structure it to suit your organisational requirements. You can arrange for users to have access by business function, allowing you to specify what groups of users will see based on how you work, rather than how the RMS application is designed. For example:

- Customers will be able to raise an incident, log an enhancement request, make a service request, view what issues and service requests are open for them and then search the knowledge base.
- IT managers will be able to do all of the above as well as access management information on service availability and assess and authorise changes.
- Finance managers will be able to gain access to inventory and contract reports.
- Remote engineers will be able to see their assigned incidents and work on them through the system.
- The CSC can also be used to interrogate the CMDB to publish information on assets and inventory, contracts and management reporting.

The CSC operates with both RMS Service Desk and RMS Change Management suites.

The RMS MIS is also integrated into the RMS CSC to provide access to performance statistics and reporting. Access to this information can be controlled by privileges to fully support security and confidentiality requirements.

## What it can do for your organisation

If your customer satisfaction ratings could improve, this module will make a positive difference. It will:

- Improve your customer team's ability to deliver better quality outcomes quicker by providing better information and automating some of the process.
- Give customers access to query progress, reducing calls to 'see how things are going' and the subsequent interruptions to existing work.
- Allow better planning of work scheduling and allocation of tasks for IT managers.
- Improve problem solving by allowing review of where recurring problems are happening.
- Provide engineers to plan their work as well as report back on completed tasks to ensure up-to-date information for both management and customers.



For more information on the Customer Service Centre module please contact us by email [info@rms.co.uk](mailto:info@rms.co.uk) or call 01454 281265.

# Asset Management

## Streamline for successful change management

If you do not currently have any way to record the details of your assets then the Asset Management module may be just what you need.

## What it is

The Asset Management module provides a full CMDB to record the details of your assets, users and contracts, to enable you to understand the value, ownership and configuration of the estate.

## What it does

The comprehensive CMDB provides the ability to record the full details of your assets and their relationships. It allows you to:

- Fully record the details including configuration, financial and contractual, whilst auditing all modifications.
- Assign responsibility for management of asset information to different groups while providing a consolidated view of the full estate.
- Record user and ownerships details to allocate cross charges accurately.
- Identify the components of business services, to understand the impact of component failure.
- Record the age of assets to support rolling replacement programs.
- Extensive querying to assist in the planning of upgrades and rollouts.
- Track components of individual devices to ensure upgrades and add-ons are retrieved before returning leased equipment.

# What it can do for your organisation

The main benefit of an accurate CMDB is to provide the basis for decision making and can help:

- Avoid overruns on upgrade projects through underestimating the effort.
- Reduce the impact of changes on service availability.
- Understand the full value of the estate for insurance purpose.
- Understand the configuration to assist in business continuity planning and implementation.
- Ensure you can negotiate for support or product based on the correct information.

For more information on the Asset Management system please contact us by email [info@rms.co.uk](mailto:info@rms.co.uk) or call 01454 281265.

# Mail Monitor

## Automating email queries and call tracking

Technology is now firmly embedded in most organisations' cores and people use email for the majority of their communications, including when they have service issues that need resolving. IT Support Desk staff spend much of their time transferring information from email to the call tracking system.



## What it is

The RMS Mail Monitor takes incoming email queries and extracts the information needed by the call tracking system, transferring the key information into the Service Desk, notifying customers that their call is being dealt with and ensuring that the resolution process is tracked and notified to the user. It also provides an out of hour's automated system.

## What it does

The RMS Mail Monitor provides the automated means to:

- Log Incoming email at a specific status.
- Monitor all queries through a single work list.
- Automatically notify users that queries are being addressed with the incident reference code.
- Identify the components of business services, to understand the impact of component failure.
- Log queries by email subject and transfer email text to log notes, with an option for customers to mail in additional notes.
- Apply default details for the incident record, helping you to monitor how many incidents are logged through this means.
- Forward incoming emails to store for reference.
- Link attachments to the incident records.
- Set up replies to go to an alternative email account to help ensure all incidents are tracked.

- Have alerts schedules to ensure calls are actioned on time, and flag incident for attention.
- Operate out of hour's services by automated incident logging & support alerts by email or SMS.

## What it can do for your organisation

The Service Desk can often become bogged down in queries – this tool automates the administrative part of the call resolution process, leaving the support staff free to focus on the key elements of getting results. The RMS Mail Monitor:

- Saves time spent in administration to make the resolution of queries more cost and time effective.
- Provides up-to-date information on query status to allow a snapshot of work progress and allow task management based on actual live information.
- Reduces errors during transferring of information from incoming email to incident log, increasing satisfactory outcomes of queries.
- Gathers all the relevant information in one log to ensure the support staff are fully informed.
- Makes provision of good quality customer service easier to deliver with improved satisfaction levels.
- Reduces the need for 24/7 Service Desk cover as the automated processing and alert system mean that outside core hours can be covered with an 'on call' facility.

For more information on the RMS Mail Monitor tool please contact us by email [info@rms.co.uk](mailto:info@rms.co.uk) or call 01454 281265.

# Pre-Planned Maintenance/Task Scheduler



Schedule tasks to manage time, effort and results

Maintenance can be expensive, especially if it's carried out on a 'when-needed' basis, resulting in emergencies and 'fire-fighting' when things go wrong. A well planned schedule of preventative maintenance and checks ensures an environment where breakdowns are far more rare and work progress isn't interrupted whilst 'fixing' takes place...

## What it is

The Pre-Planned Maintenance/Task Scheduler system (PPM) gives you a means of ensuring that fixed assets and other essential services are in good working order at all times and that repetitive tasks, such as housekeeping servers and back-ups, have both a reminder and an audit. It includes preset SLA controls for monitoring and providing management information.

## What it does

The PPM/Task Scheduler module allows you to set up jobs in advance where there are repetitive tasks to be carried out. This extends beyond the IT hardware and software in the organisation and can include activities such as window cleaning, electrical appliance testing and MOTs for company vehicles.

Whether the jobs are to be carried out by a third party (pre-selected or ad hoc) or by an internal facilities management team, the system can manage any set of circumstances.

For repetitive tasks the system requires input of specified information and then each job is scheduled and released on the date specified. The calendar defines the number of working hours required to complete the job and this is used to calculate the target completion time. There can be different calendars according to the service agreements in place.

The released job is passed to RMS Service Management for work allocation, tracking, monitoring and reporting.

# What it can do for your organisation

Time is money – and the use of your resources, both physical and people is essential to keep a healthy bottom line. The PPM Task Scheduler will:

- Manage the work schedule effectively allowing the staff to focus on the critical elements that require problem solving and actual work activity.
- Ensure regular maintenance doesn't get overlooked so equipment is kept in good order and not only works more efficiently but also lasts longer.
- Enables tasks to be planned ahead so physical resources can be ordered and available when needed, so that staff are not left without the means to do their work.
- Allow prioritising of tasks to ensure that the more critical ones get done first and the minimum of downtime for both equipment and people is achieved.
- Reduce contractor costs as forward planning can avoid 'emergency call out' fees.
- The system does the hard work in pulling a wide range of activities together and allowing the specialist team to focus on the work that requires human input.

For more information on the Pre-Planned Maintenance module please contact us by email [info@rms.co.uk](mailto:info@rms.co.uk) or call 01454 281265.

# Knowledge Management

The key to managing knowledge is getting the right information to the right person at the right time – without reinventing the wheel. The RMS Knowledge Management Suite empowers managers, support teams and end users to simply and effectively organise, search and create corporate knowledge.



## What it is

Effective Knowledge Management ensures the right information is available to the relevant people at the appropriate time. Supporting the ICT function, this can significantly improve the quality and consistency of your service delivery. RMS Knowledge can help you to improve knowledge sharing and support levels whilst reducing costs and data administration. It can quickly help you to identify the truly important 'knowledge' from the abundance of 'information'.

## What it does

Available through the RMS Service Management application or the Customer Service Centre web portal, RMS Knowledge can be used to:

- Promote skills transfer both within ICT.
- Deliver self service to your customers.

Based on a powerful natural language search engine, RMS Knowledge is designed to make an organisation's structured and unstructured data available to everyone. Neural technology is used to provide possible solutions and "learn" from the choice of answers. In addition, the Ask the Expert function allows users to elicit answers directly from experts within the organisation and increase the base of knowledge.

The system presents a simple, customisable interface to users, which lowers training needs after deployment. Users are able to provide feedback which ensures knowledge is maintained at the proper levels and 'knowledge gaps' are identified, showing where new knowledge is required or in need of amendment.

RMS Knowledge offers organisations the ability to significantly enhance service levels by reducing call abandonment rates and increasing first call resolutions.

# What it can do for your organisation

RMS Knowledge can be used internally to support the ICT function or to deliver self service to customers. The benefits are extensive:

- Benefits for Service Desk staff:
  - Reduction in call escalations and call duration
  - Consistent solutions to common problems
  - Reduced training times for new employees
  - Improved rates of first contact call resolution, increased customer satisfaction
- Self service benefits:
  - Reduction in cost of service and incoming calls by utilising self service
  - 24/7 access to information
  - Improved understanding of actual customer needs
  - Increased customer satisfaction
- Typical time and money benefits:
  - Reduces call durations by 15-20%
  - Reduces call escalations by 20-60%
  - Reduces staff turnover costs by 25%
  - Reduces calls via self service by 15% (conservative estimate)

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# Third Party Inventory Interfaces

## The Third Party Inventory Interface

Often third party tools have been implemented that hold useful inventory information. Common ones are Microsoft SCCM, LanDesk and Centennial. Using this information to populate and update the RMS CMDB can save significant administrative effort. This confederated approach is recommended with the ITIL guidelines.

## What it is

The Third Party Inventory Interface is a Windows service that picks up changes from the third party database and pulls the core information into the RMS CMDB. These can then be supplemented with contractual and financial information to complete the picture.

## What it does

Changes in the inventory database are detected and then fed into the RMS CMDB.

- An asset identifier is used to correlate the CMDB with the inventory database and you can define the details to be copied across.
- Newly discovered devices are added into the CMDB with summary details, and existing ones are updated.
- All changes are audited so you can see when changes have been made.
- The full details of the device configuration can be viewed directly from the inventory database, from within the RMS Service Management, giving wider access to the information.

## What it can do for your organisation

Maintaining an accurate inventory is a major headache for all organisations. Making that inventory available to the people that need to use the information, in the form that they need is even harder. This often results in different parts of the organisation maintaining the details they need, duplicating effort and rarely achieving full accuracy.

- Reduce duplicated administration across the organisation and eliminate reconciliation work by having a common repository for inventory information with the RMS Service Management application.
- Maintain that inventory from the automated discovery, which is likely to be the most accurate source of information.

- Remove duplication of configuration details by having access to the detailed information directly from the discovery inventory database, by the person who needs it.
- Ensure decisions on upgrades and roll-outs are based on accurate information.

## WHAT NEXT?

If you'd like to discuss what your organisation needs, our specialist consultants will help you to select the best possible products to get the results you want. Call us now on 01454 281265.



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