Empower and Communicate with End Users, Improve Service Delivery

Self Service and Service Catalogue

- Empower end users to interact directly with the service desk 24/7 from any location

- Communicate proactively to end users

- Publish and present personalized, relevant information with ease

- Offer a consumer-standard self service and request experience

- Solutions offer functionality across platforms, including mobile

Service and support organizations today are constantly under pressure to deliver business value. On the one hand, they must continually improve service delivery that maximizes user productivity while cutting costs and reducing business risks on the other. The more that organizations rely on IT to gain business advantage, the more employees rely on their IT service and support department. The volume of service desk work increases—and so does the pressure to deliver the services employees require to remain productive.

Consumerization of IT has raised employee expectations around service delivery. They want services to be easier and faster to obtain—where and when they need them. LANDesk® Self Service and LANDesk® Service Catalogue open another window for service organizations, helping you meet end user expectations for "anytime-anywhere" access, enhance customer satisfaction and improve your service delivery.

Alleviate the Pressure on the Service Desk

Service desks are often challenged to provide constant support for users across geographies whose working hours are outside those of the service desk. LANDesk Self Service and LANDesk Service Catalogue help you ensure that support is always available. These solutions save you money while helping you increase user trust and confidence in service delivery. What's more, users gain access to service desk facilities and resources 24/7, with no reduction in support quality. They can report issues, reset passwords automatically, find information and access a service anytime, anywhere.

Empowering end users means you also reduce service desk staff workload so they can focus on resolution rather than data capture. You can also automate certain service requests to realize zero-touch end user provisioning in some instances. Users can initiate "round-trip fulfillment" of requests from LANDesk Service Catalogue thanks to the tight integration with backend systems such as LANDesk® Management Suite (or other leading systems) and the LANDesk automation platform. You can deploy requested software and services automatically to end users with notification of

completion back to LANDesk Service Desk, mirroring the "request-receive" app store style behavior that IT consumers are accustomed to. With LANDesk you cut service delivery costs and drive bottom-line results.

Empower End Users, Reduce Phone Calls

IT must keep up with end user customers who are more techno-savvy than ever. LANDesk Self Service enables greater end-user self reliance. They can troubleshoot their own IT issues by searching a knowledge base of service desk-published articles and by reaching out to peers or the service desk via social collaboration. If a search isn't fruitful it can be converted into a process-driven Incident for fast resolution.

In addition, end users can request services either directly from LANDesk Self Service or through a more consumer-oriented approach provided by LANDesk Service Catalogue. They can track their own IT requests or Incidents proactively, see all their outstanding requests at a glance, as well as historical requests. Plus they can perform any actions required to support a notification, e.g. adding information about an issue, so that communication continues through to resolution. If access to a subscribed service is disrupted, users can check whether the issue is local to them or if the service is down. They can learn of service restoration through Self Service status notifications and manage their work around these disruptions.

Control without Complexity

Freeing users to work as they need to doesn't mean your support operation loses control. Offering more than just a slick front end, LANDesk Self Service and Service Catalogue help you deliver and maintain user-desired services—all tied to IT processes and policy. For example, all incidents or requests logged via self service are still tracked against the appropriate service level agreement to ensure expectations are met.

From secure logon—either integrated with your corporate identity policy or independent—to the end-user information views you provide through LANDesk Self Service, you stay in control. Administrators can explicitly define or integrate user login with services such as Active Directory or eDirectory for secure access, and service desk

staff can control which end users see what information. Administrators can set up permissions so that Self Service dashboards are accessible based on users and roles, ensuring users only see information relevant to them. In addition, end users can only see and request Catalogue services they are entitled to. The list's built-in intelligence excludes services a user has already, unless it's a service requested numerous times such as network directory access. In these instances the end user won't see the service in the Catalogue the next time they log in. This ensures that the service desk controls the cost of services they are asked to deliver and that they only receive valid requests, which saves time and money.

More than Self Service

LANDesk Service Catalogue is a fully-aligned and verified ITIL framework to create, manage, publish and support all IT services across and beyond your service desk. While end users see a slick, graphical hierarchy of services and Self Service cart, IT manages a process-driven, SLA-supported, integrated Service view. You can consistently maintain your configuration management database (CMDB) for an accurate picture of configuration items (CIs). When a request is completed, the corresponding configuration data in the CMDB is updated automatically to reflect changes. For example, if a request for a new laptop with all the appropriate software to support a marketing employee is made and fulfilled, the CMDB would reflect this change, linking the user to the laptop.

The service desk will also have an audit history of who has requested what services or logged incidents. From this data you can produce reports that highlight areas for optimization and demonstrate cost savings to drive future investment. Examples include: understanding those Incidents most frequently logged via self service, speed of resolution, and the cost of the services requested for chargeback purposes.

Process Standardization

Self Service and Service Catalogue help you reduce business risk by following the same correct, repeatable processes as though users were calling the desk. For example, a service request is managed by your normal processes that include request, fulfillment, subscription— and even service removal should IT need to reclaim or

"claw back" unused software licenses. At the same time, consistent support is ensured regardless of the route or channel to the service desk. IT end users benefit from a familiar experience and you don't end up managing two separate routes into the service desk with two separate sets of processes. And since these processes are ITIL v3 verified, you follow best practices for Incident, Request and Knowledge. You can modify these processes through configuration to suit business needs, plus you can create new processes if ITIL is not your preferred route.

Improved Accessibility, including Mobile

LANDesk Self Service makes your service desk more accessible, improving the perception that your service desk is helpful and proactive, and increasing satisfaction levels with your service management operation. The solution's central notice board displays key information organization-wide, as well as personalized information relevant to end users viewing their self service instance. Users stay informed about planned IT infrastructure maintenance or temporary downtime of essential systems, and about anything that could affect their productivity, which lessens the friction end users experience occasionally with IT.

Users can also access social collaboration, walls and chat facilities through Self Service. They experience real-time dialogue and remote support with the service desk and can even share their IT questions and answers with peers for even faster resolution. Since these channels are still process-driven, service desk staff deal with every communication consistently as part of a process.

LANDesk Service Catalogue also enhances the service request experience and meets heightened end-user expectations by presenting services in a consumer-oriented layout versus a technical one. The solution displays services specific to user entitlement, avoiding the frustration of rejected requests, plus it can be configured such that end users can request a bundle of services. For example, they can request a laptop with all the software relevant to their role as one bundle, yet each item within the bundle can still follow a separate fulfillment process. Managers can also make requests on behalf of their staff to reduce authorization steps and save time.

LANDesk also offers a simple, touch-optimized mobile self service interface to the service desk. End users see and perform the same activities they would on a desktop or laptop computer. They can work through their preferred phone or tablet device and stay connected and productive anywhere. At the same time, standard service desk policies and processes relieve BYOD administration or security headaches.

Easy to Own and Manage

The configurable and designable nature of LANDesk Self Service and Service Catalogue make them easy to own and manage. For example, the flexible web browser approach enables a "write once, publish many times" action so that the same view is received through a desktop browser or a mobile device. You also save administration time and operational costs due to no reliance on inheritance.

Administrators can create multiple dashboards and views depending on who is viewing self service or the service catalogue. For example, managers can have separate dashboards for their own personal information and logging needs, plus others to keep an eye on their teams' requests.

A central publishing mechanism lets you publish services data to end users automatically without additional team effort, easing administration load. Once a request is fulfilled it stays live, with a status of "subscribed." It remains so for a user until the service is withdrawn. Should the service desk need to communicate with a group of users regarding a disrupted service, the LANDesk® Service Desk solution can present automatically on Self Service a specific "service down" notification to each affected user or group. Administrators can easily publish and present a familiar, consumer-style look and feel or apply color themes that reflect your organization's style or branding guidelines.

User Oriented IT

Solutions like LANDesk Self Service and LANDesk Service Catalogue enable us to help you serve your users more effectively and to deliver on the promise of User Oriented IT. These solutions, coupled with social and mobile capabilities, help you provide end users an alternative means of receiving services and information about services.

User Oriented IT helps you gain control and reduce service delivery complexity while improving visibility across your service management operations. For customers of LANDesk® Management Suite and LANDesk® Security Suite, User Oriented IT becomes a reality more easily with the addition of LANDesk Service Desk. All connections, mappings, imports and processes are predefined and enable you to publish software services and distribute packages to computers and devices through the Catalogue in minutes, not days. LANDesk Service Desk provides a full, rich, process-driven service management platform integrated with the wider IT operations environment for successful end-to-end IT management.

Key Features Available as Standard

- LANDesk Self Service
- LANDesk Mobile Self Service
- LANDesk Service Catalogue
- LANDesk Social Content Pack

Key Features Available as Standard

- Multiple self service dashboard views, controlled by privileges
- Service requests – log, track and update; follows request process
- Incident templates for common Incidents – log, track and update; follows Incident process
- Knowledge – publish to end users and enable searching of a knowledge base subset; follows knowledge process
- Notice boards – create and publish announcements or incorporate relevant websites
- Ask a question
- Social collaboration and chat – initiated from self service; follows process
- Use existing websites – embed self service features into existing intranet sites
- Secure login – explicitly define or integrate login
- On-premise, in cloud or hybrid – flexible delivery

Benefits

- Improve service delivery
- Enjoy operational and cost efficiencies
- Reduce call volumes (incident and request workload)
- Reduce time to resolution and request fulfillment
- Enable fast end user access to the service desk anytime, anywhere
- Maximize end user productivity
- Improve the customer experience and boost user satisfaction levels
- Gain control of your service request volumes
- Meet service level expectations
- Communicate across the business proactively
- Transform IT performance
- Improve visibility for end users
- Simplify service desk system administration

Contact LANDesk to Learn More

Visit our website: **http://www.landesk.com** or email us at **sales@landesk.com**. Or speak with a LANDesk product representative:

- **In the U.S. call: 1.800.982.2130**
- **In Europe call: +44 (0) 1344 442100**
- **In APAC call: 1300 661 871**

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