

Operations Management

TOPdesk's Operations Management module enables you to record and manage all the daily and short-term tasks in your organization, using activities, series and schemas. Schedule supporting tasks such as exchanging back-up tapes and cleaning meeting rooms. Ultimately, preventive maintenance will save your organization precious time and money.



▲ Record and plan activities in TOPdesk.

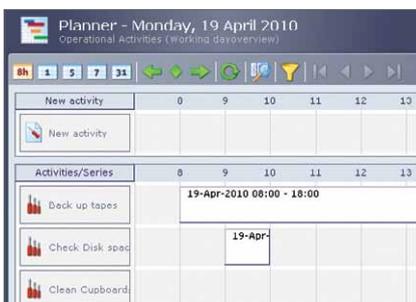
Manage periodic tasks in your organization with TOPdesk's Operations management module and guarantee the reliability of your assets. Effective and thorough management and maintenance will ultimately help to minimize the number of malfunctions throughout the organization, ensuring the smooth running of all your equipment and processes.

The benefits of Operations Management

- Register both one-off and periodic processes;
- Divide tasks into activities, save the occurrences of activities in series, then group these series into schemas;
- Acquire an overview of which company assets are managed, who is responsible for which tasks, and when and how often maintenance takes place;
- At a glance, view which activities are planned and schedule new ones in the planner;
- Print work orders quickly and easily, and send employees on their way to carrying out their tasks;
- Acquire insight into the estimated and actual costs and times for maintenance.

Quick and easy scheduling of tasks

The clear and attractive planner in Operations Management offers you a straightforward overview of activities that take place at a particular point in time. Easily navigate from day to week, and from month to year, and acquire an immediate insight into who is responsible for doing what and when. Schedule new activities simply by selecting the desired periods.



▲ The useful planner means you always have an overview of activities.

Checklists

Record one-off and periodic tasks in checklists and link these to the relevant assets in Configuration management. Plan events, and prevent clashing and overlapping.

If individuals forget to carry out a task, or are absent, they will receive a reminder by email. What is more, the maintenance is logged in the audit trail, which is communicated to other processes, enabling you to trace back to potential causes.

Checklist operational activities				
Number	Activity name	Operator	Planned starting date Final date	Processing
GA.0006	Check Disk space	Frank Childers	03 March 2008 09:00 03 March 2008 09:00	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
13-03-2008 07:20 PM Paul Smith: Please check the Disk Space of Server Y.				
GA.0007	Check Disk space	Frank Childers	10 March 2008 09:00 10 March 2008 09:00	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
13-03-2008 07:20 PM Paul Smith: Please check the Disk Space of Server Y.				
GA.0002	Back up tapes	Paul Smith	17 March 2008 07:00 17 March 2008 17:00	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
13-03-2008 07:20 PM Paul Smith: Please change the back-up tapes of server X.				

Everyone is informed of what needs to be done and when with the useful checklists.

Service Management Simplified

TOPdesk believes in the power of simplicity. Every day, millions of demanding users across 45 countries trust in TOPdesk as their service management solution. TOPdesk is among the top five service management tools worldwide.

TOPdesk
Service Management Simplified

TOPdesk's Operations Management saves the day

Michael James manages a team of system administrators at a large organization whose responsibilities include maintaining, upgrading and backing-up the servers. Recently, however, Michael was growing increasingly frustrated that certain routine tasks were not being carried out, leading to slower equipment and occasional breakdowns. The server had gone down one too many times, and Michael was having to bear the brunt of everyone's complaints.

Michael's recent decision to purchase TOPdesk's Operations Management module has revolutionized his department's efficiency and reliability. Tasks once forgotten or overlooked are now carried out on time, every time. He is able to acquire an overview of all the maintenance tasks in the organization and records one-off and periodic tasks in checklists.

He assigns individuals to these tasks, avoiding clashes, and when colleagues go on holidays, Michael simply assigns their tasks to others, or they are reminded by email when they return. The audit trail also shows him who has done what, enabling him to address any issues if certain tasks are being overlooked or forgotten.

Michael is convinced that the preventive maintenance that is now being carried out on time and by the right person has already saved the company lots of downtime and therefore money. Breakdowns appear to have been eradicated, maintenance tasks are never overlooked and backups are carried out when and by whom they should be. What is more, the organization is now SOx compliant, much to the CEO's satisfaction.

Fewer calls through preventive maintenance

Operations Management is a useful addition to Call Management (Incident Management). Keep periodic tasks under control through effective management and minimize the number of calls. You will not only increase the reliability of your company assets –reducing common calls – but your service desk will be able to focus on the tasks at hand.

Reduce the impact of malfunctions and breakdowns. Ultimately server maintenance will be more effective if planned well. Prevent issues occurring by carrying out daily, weekly, monthly and annual checks and save your organization precious time and money. Contact TOPdesk today to find out how Operations Management can help to optimize the equipment and processes in your organization.

Free demonstration or more information?

We would be pleased to show you what TOPdesk can do for your organization or provide you with more information.

You can reach us by telephone on +44 20 7803 4200 or by email at info@topdesk.co.uk.