



IBM i Problem and Incident Management

Assured end-to-end management of corporate-wide technical problems and incidents

EXPRESSDESK® is an IBM i-centric problem and incident management solution that optimizes technical support efficiency

Designed for companies that want to leverage the strengths of the IBM i platform, EXPRESSDESK® provides comprehensive problem and incident management capabilities that combine browser-based end user self-service with a full-service IT helpdesk. EXPRESSDESK®, provides the following benefits:

- Reinforce end-to-end control of best-practice development and support processes and procedures, throughout the lifecycle of a technical problem or incident
- Reduce operational costs, call escalations and employee training requirements by using an organically grown enterprise-wide knowledgebase that empowers staff to resolve technical issues
- Enhance efficiency of technical support staff through more expedient root-cause problem determination
- Conform to varying service level agreements through tailoring of flexible escalation parameters
- Avoid incident duplication and improve service provisions through the implementation of permanent solutions for recurring issues
- Comprehensive IT accountability and audit compliancy; as required for the Sarbanes-Oxley Act (SOX), HIPAA and other regulations

The problem and incident management solution

EXPRESSDESK® is a comprehensive problem and incident management solution that helps organizations to make the most of their limited technical support resources.

Designed to optimize technical support efficiency, EXPRESSDESK® enables you to deal with customer requirements quickly and easily. Support staff can then focus more on priority issues, and leverage the information users provide to gain valuable business intelligence.

Using the mobile-first web user interface, end users get a fast, easy way to find answers to their own technical questions, enter requests, and track the progress of their issues, all while on the move and without tying up support personnel. Meanwhile, IT staff can concentrate on solving difficult problems swiftly.

EXPRESSDESK®'s end user self-service and helpdesk modules tie directly into the TURNOVER® for iSeries project and change management modules. Sharing the same reliable IBM i database, requests can be entered once with all details preserved throughout the entire software development cycle.



Turn end user issues
into valuable business
intelligence

Meet and exceed
service level targets

Assured compliance
with regulatory audit
requirements



Consistent data capture

EXPRESSDESK®'s full-service helpdesk enables support staff to document details of all support incidents using a customizable, pre-defined template to ensure complete and consistent reporting. You can define additional problem and incident information for the helpdesk staff to collect by creating custom database fields that when added to a template, will persist across the native, rich client and mobile-friendly browser interfaces.

EXPRESSDESK® preserves all problem and incident details, including date/time stamps, requestor, resource, specific resolution notes and linked files. This information can be used for future research, business analysis and trouble-free audits.

Enterprise-wide knowledge base

EXPRESSDESK®'s unified knowledgebase captures the accumulated business intelligence of your IT department in an easy-to-access format. You can search using text strings, or drill down through categories to find the information that you need. End users and less experienced support staff will be able to quickly determine whether their issue has already been reported and answered.

Achieve and exceed service goals

EXPRESSDESK® makes it easy for your helpdesk personnel to quickly log calls, research answers, track progress on tasks and ultimately improve support for end users.

Flexible and customizable escalation queues ensure issues are tracked and monitored according to pre-defined rules, allowing you to consistently meet deadlines and satisfy targeted service level requirements.

Issues that remain unactioned within a pre-defined timeframe get automatically escalated in priority, triggering email messages to support staff and managers as necessary.

End-to-end problem tracking

EXPRESSDESK® turns insightful end user information into development tasks whenever software changes are required. All issues and enhancement requests reported through EXPRESSDESK® are held in a single repository that is shared with SoftLanding's software change management solution - TURNOVER®.

This allows problems and incidents to be assigned as development tasks, ensuring that all recorded information is preserved. Requests flow smoothly between the end user, technical support, development and production, with your company's policies and procedures reinforced at every stage.

Track billable time and throughput

EXPRESSDESK® allows you to accurately determine support costs by tracking the amount of time spent on each support incident.

Requestor analysis reports show who has contacted the helpdesk, how often and why. Managers can use these reports to measure productivity at an individual or departmental level, identify staff training needs or quantify the need for additional support resources.

Seamless website integration

The REST API layer of EXPRESSDESK® can be used to intergrate its self-service modules into your corporate website, intranet or extranet solution.

Simplify audits

EXPRESSDESK® facilitates the auditing requirements by reinforcing your company's problem and incident management policies throughout the entire development lifecycle. All recorded information is stored in a single location, so auditors can easily verify the history of any given change from inception to completion.

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