



## FrontRange ITSM Service Catalog™

An Intuitive Web-based Shopping for your services

Introduction

How can you quickly get visibility and access to your daily need of service and their status? What services are being offered, what costs are associated with a given service level, and the ability to provision that service or retire it as needed?

The answer is FrontRange Service Catalog. It provides visibility into IT's services offerings for the enterprise. Services in today's technology environment begin and end on the fly - driving a need for agility, flexibility and immediacy.

# Finally, an intuitive Service Catalog

The importance of Service Catalog Management increased with the ITIL v3 family of processes and plays a critical role in defining the business needs of IT in business terms.

FrontRange Service Catalog is a published repository of all core IT service offerings, which can include the business, technical, and professional services offered to both internal and external customers. Services in the catalog are grouped logically by business customer, resulting in a clearly defined set of services offered to the business.

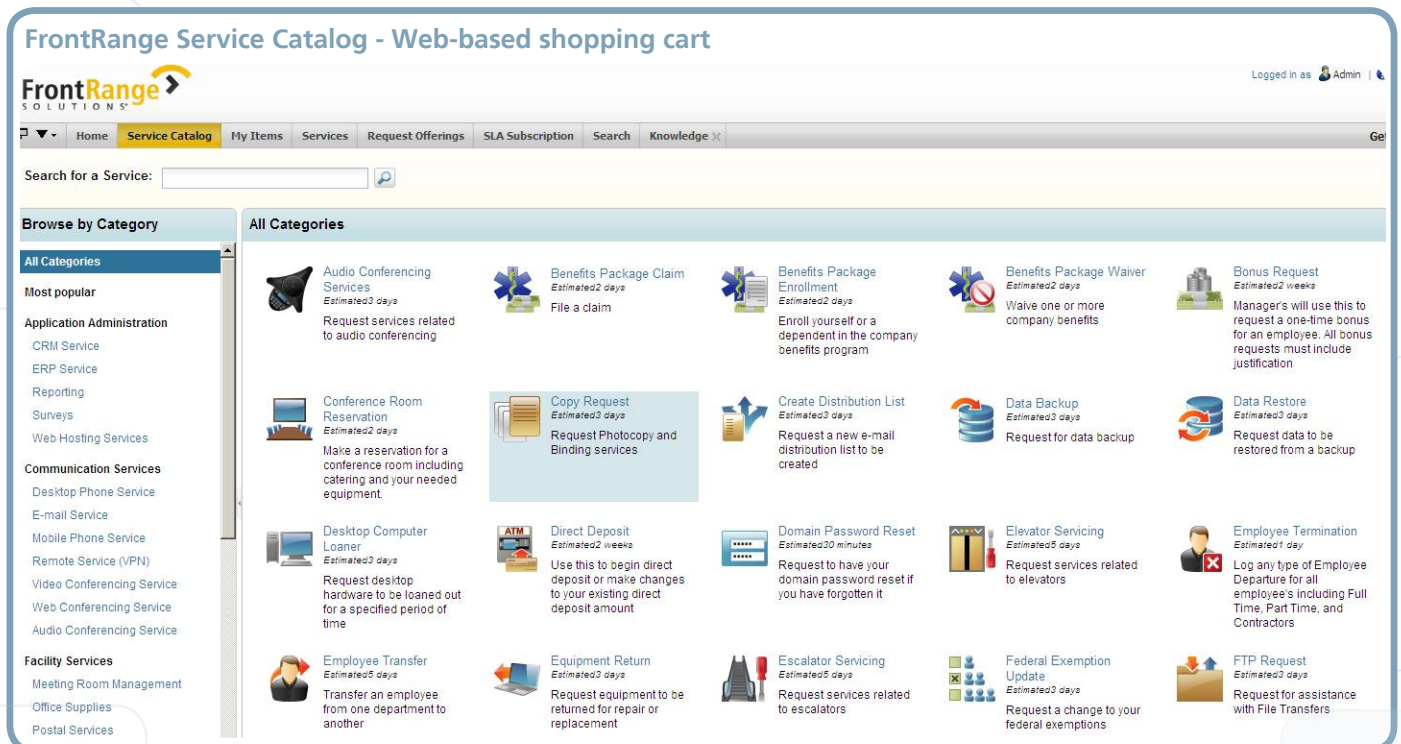
FrontRange Solutions® ITSM Service Catalog™ was designed with multiple audiences in mind. Now you can provide your internal and external customers with a one-stop shop of all available goods and services, allow service providers to design approvals and fulfillment, and empower business owners to track service consumption, all from an intuitive interface.

FrontRange Service Catalog is a Web-based shopping cart, which clearly outlines and defines all IT services. Users can order all service offerings directly online using the intuitive interface. All service requests then go through individually configurable approval processes – the initial request subsequently turns into an approved and documented order.

This standalone module integrates with FrontRange ITSM and Service Level Management out-of-the-box, so you can deliver, measure, and tune your services to meet the changing needs of your business. If you are not already a FrontRange ITSM user, you can plug FrontRange Service Catalog into your existing service desk solution to maximize your technology investment.

## Request your services with one click

Purchasing services with the FrontRange Service Catalog is as easy as Internet shopping. The Service Catalog is an inventory of all service information and provides a clear overview of all IT services and deliverables from application programs to a complete PC workstation. Through a self-service portal, internal and external customers browse services by category and initiate a request. Approvals for the pre-defined IT services through OOB templates are obtained automatically and the services are delivered and charged accordingly. The right information is revealed incrementally as the service request workflow progresses, eliminating guesswork at each step to expertly guide the customer experience.

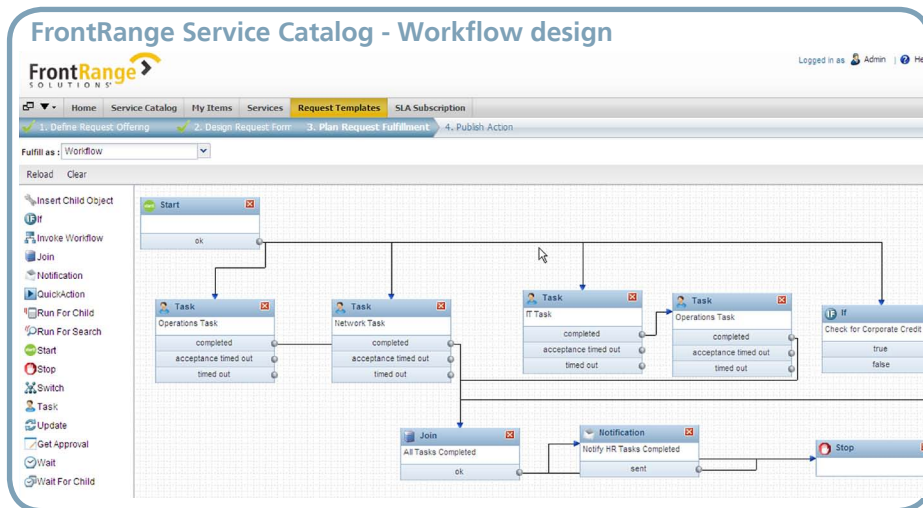


With FrontRange Service Catalog, requesting services is as easy as Internet shopping. Through an intuitive self-service portal, internal and external customers browse services by category and initiate a request. FrontRange Service Catalog ships with 80 service templates, complete with contextually relevant pull down menus, pop-up selections, and best practice business rules.

Through the catalog, everybody in the organization has the services view, which is supplied to the client; how they are delivered, how these services are used, for what purpose and at what quality level. Internal and external customers can see service descriptions, target delivery dates, and associated costs in a single view. These are presented with a summary preview before submitting the request. The process is simple, intuitive, and completely transparent.

### Power to the non-technical people

FrontRange ITSM Service Catalog puts the power of designing services in the hands of non-technical business users. Business unit managers and service providers create service definitions, design fulfillment workflow, and publish services all within an easy to use, graphical interface. Drag-and-drop controls allow users to build forms in real time.



*Workflow – Quickly define services and design approval and fulfillment using familiar workflow blocks and common ITSM objects, like tasks. You have complete flexibility over workflow design. Identify serial or parallel flows, approval parameters by quantify or percentage, and more.*

To jumpstart your efforts, FrontRange Service Catalog ships with 80 service templates, complete with contextually relevant pull down menus, pop-up selections and best practice business rules. Simply tailor the template to fit your requirements.

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## Key Elements of the FrontRange Service Catalog

**Publishing** – Minimize confusion and accelerate self-service adoption by ensuring customers only see the services they are entitled to request. Role-based security defines who gets to see what.

**Subscription** – Business owners maintain control by subscribing to services with associated levels and costs and then set entitlements for people in their organization. FrontRange even provides business owners with access to service consumption and demand information so they can manage budgets proactively.

**On-Demand Status** – Reduce unnecessary service desk calls with on-demand access to request fulfillment status through an intuitive self-service portal.

**ITIL** – Accelerate compliance with ITIL v3 by linking your Service Catalog to key ITIL processes enabling you to add new services, modify service levels, determine suppliers, log demand forecasts, fulfill requests, or track financials.

**Templates** – Jumpstart your Service Catalog deployment with out-of-the-box templates for the most commonly requested services, including non-IT business services for facilities and human resources.

**Workflow** – Quickly define services and design approval and fulfillment using familiar workflow blocks and common ITSM objects, like tasks. You have complete flexibility over workflow design. Identify serial or parallel flows, approval parameters by quantitative measurement or percentage, and much more.

**Dashboards** – FrontRange helps you keep your finger on the pulse of all service requests with real-time dashboards. Choose what to display for each role from an extensive list of pre-defined metrics. You can then let users customize their views with drag-and-drop layout tools.

**SLM & SLA** – Having the capability to measure actual service delivery quality against established benchmarks and availability metrics for every component within a service, means you can determine where tuning will improve and transform the overall service.

## FrontRange Service Catalog at a glance

### Key Features:

Standardized services offerings:

- Transparent view of all costs, including usage-based billing
- One click shopping - from service request to service delivery
- Transparency and cost control
- Fully automated and integrated process - from request to service delivery - with Desktop and Server Management

### Key Benefits:

- On-demand self-service for the Cloud representing an entitlement-based menu of service offerings for users
- Single point of interaction for IT Service requests
- Holistic picture of all services
- High performance and cost transparency for providers and users
- Less administrative effort due to lean, audit-proof processes
- Higher cost savings – up to 70% for service delivery
- Less administration through streamlined, revision-proof processes
- On-Demand Reporting and metrics
- Improved customer satisfaction

## The FrontRange Service Catalog key properties:

### Standard services offerings:

- Standardized services offering in the IT Service Catalog
- Transparent view of all costs, including usage-based billing
- IT services can be ordered as easily as Internet shopping
- Approval and delivery processes are initiated immediately - from service request to service delivery
- Mapping of standardized and user-defined approval processes
- Integration with Knowledge Management and Desktop & Server Management processes

### Control of IT costs

- Automatic, usage-based cross-charging of the respective cost center after each order
- Cost control with daily updates and reporting
- Trend analyses to better plan future costs
- New employee provisioning
- Service Request templates with different choices and optional extras allow a manager to order a complete workplace for a new employee - including hardware, software, peripherals, account, and access permissions
- Fully automated and integrated process - from request to service delivery - with Desktop and Server Management
- Speed service delivery and save money by automating fulfillment and provisioning of standard service requests
- Allow software distribution into daily business processes
- Assign the software to employees in their personal web portal with the click of a mouse

## About FrontRange Solutions

FrontRange Solutions develops software and services that growing mid-sized companies and distributed enterprises rely on every day to build up excellent customer relationships and deliver high-quality customer service. The company applies a unique combination of innovation and automation with a standards based approach to simplify core business processes, including IT Service Management, Customer Relationship and Sales Force Management, and IT Asset Management. More than 150,000 organizations, including some of the world's best known brands use FrontRange services to quickly improve their interactions with external and internal clients and achieve better business results.



### MORE INFORMATION

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