

S³ Service Manager

Maintain greater control over your pre- and post-sale service delivery processes, from beginning to end, to ensure that your company meets its service promise on every occasion. Benefit from S³'s ability to better manage time, resource and financial constraints, to enable you to provide optimum service levels.

The communication and transparency of information that is facilitated through the use of S³ will allow all parties to have a common view of the status of the request, leading to greater satisfaction levels for your customers and your service employees.



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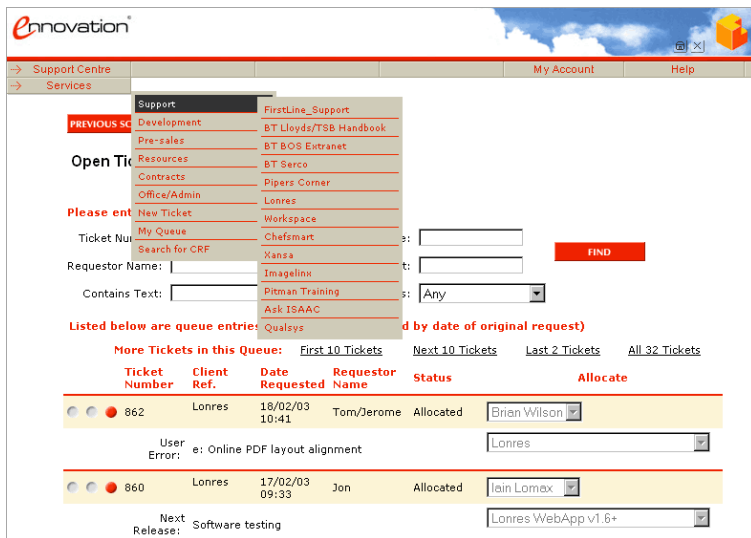
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S³ Product Features



Management of work queues

S³ supports the inter- and intra-organisational request and work management function through the control of configurable, extensible work queues between multiple real world or virtual organisations. Its flexibility allows a variety of different core service processes to be managed, whilst maintaining essential confidentiality between clients.



S³ has inbuilt support for multiple service delivery organisations, and so can handle service requests between many consumers across multiple service delivery organisations, supporting a wide range of requirements from one-stop service organisations in SME businesses through to complex outsourcing and facilities management organisations.

Initiation of request

The service request can be initiated directly by the customer on-line or via your call centre allowing you to offer '24hr by 7' service access. The flexibility allows customers to use the system in whichever way they prefer, and so ensure that it is used to its full advantage. Put simply, the easier the system is to use, the more chance there is that people will use it.

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Traffic light indication

S³'s work queues provide automated workflow support with SLA monitoring and traffic light indication on team and personal work queues, so your service team can quickly see their priorities, and organise their workload accordingly. Auto-mailing provides signals to the current owner of the request when actions are required, ensuring that service levels are met within the specified timeframe.

Lonres Tickets for Ennovation

Please select a individual to view their Queue:

Please enter value(s) below to find matching Tickets:

Ticket Number: Enter Client Reference:

Requestor Name: Enter Client:

Contains Text: Status:

Ticket Number	Client Ref.	Date Requested	Requestor Name	Status	Allocate
862	Lonres	18/02/03 10:41	Tom/Jerome	Allocated	<input type="text" value="Brian Wilson"/> <input type="button" value="ALLOCATE"/> Reset to Allocated: <input type="checkbox"/>
User Error: e: Online PDF layout alignment					<input type="text" value="Lonres"/> <input type="button" value="QUEUE"/>
856	Lonres	10/02/03 11:58	Jerome	Working	<input type="text" value="Iain Lomax"/> <input type="button" value="ALLOCATE"/> Reset to Allocated: <input type="checkbox"/>
NKATT: t: Download Module (2) error					<input type="text" value="Lonres"/> <input type="button" value="QUEUE"/>
842	Lonres	22/01/03 10:31		Queued	<input type="text" value="Unallocated"/> <input type="button" value="ALLOCATE"/> Reset to Allocated: <input type="checkbox"/>

Your customer is constantly informed of the status of their request, and provided contact details of the owner of the request within your organisation. This process facilitating communication between the customer and your company ensures that your customer is kept fully informed, and allows requirements to be expanded on and any problems dealt with as and when necessary.

Authorisation levels

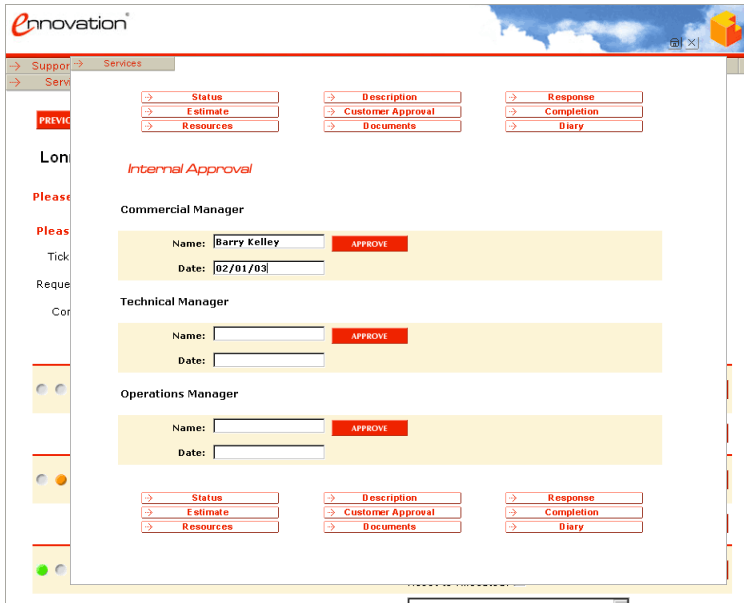
The system allows multi-level, multi-step online authorisation with configurable pre-authorisation thresholds. For example, when the amount spent on a certain request reaches a particular threshold, authorisation will be required from your customer, or a higher level of your organisation, before work on the request can progress.

These financial limits and controls ensure that the commercial implications of the service request can be managed within the system, so there is less risk that projects will run over their budgets, again ensuring that the customers' requirements are met.

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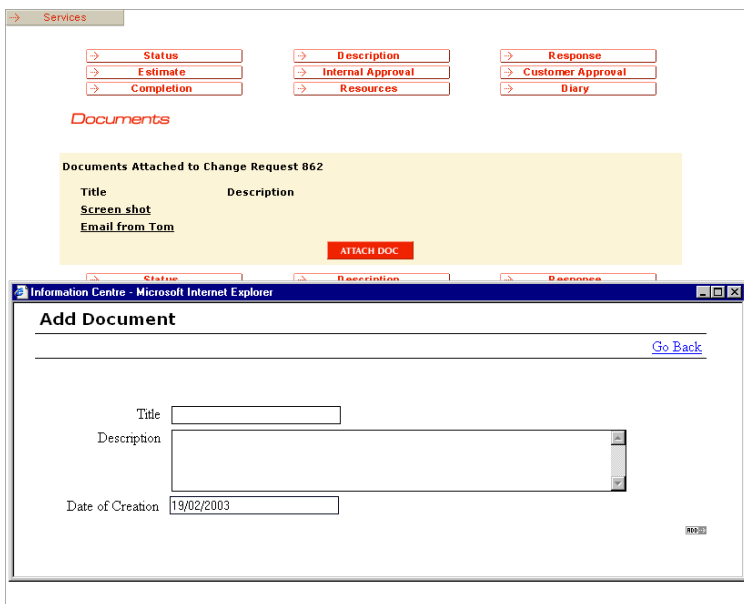
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Attach multiple documents

S³ provides the ability to optionally attach multiple documents against a request, to be shared with the customer or with your service team. This allows S³ to become a single, reliable point of information.



By ensuring all parties in your organisation can access the same 'picture' and optionally share that information with the customer on-line, S³ relieves the status chasing workload for your contact centre agents, improves consistency within your organisation and improves the customers' service experience.

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Audit trail

S³ automatically maintains an on-line request diary and audit trail of the key action points and milestones in the request lifecycle. This offers your service team and the customer an accurate picture of the current status of the request, as well as the request's previous service path.

Services

→ Status

→ Estimate

→ Completion

→ Description

→ Internal Approval

→ Resources

→ Response

→ Customer Approval

→ Documents

Diary

Diary for Request: 747

30/10/02	Changed env. core on Pitman Training server to point to my SQL Database running on my machine. Logged into application running on server - everything worked fine. Added, amended and deleted records from the database. Conclusion: Something is wrong with the installation of SQL Server on the Pitman Server.
30/10/02	29/10/2002 17:30 - Still no word from John from Pitman Training as to availability of server. Cannot perform checks on SQL Server.
30/10/02	29/10/2002 14:45 - Asked to log out of the server so that John from Pitman Training could access the server. Should be about 10 minutes or so. Will contact me when he has finished so that I can continue my investigation into application/server problem.
30/10/02	Resources 29/10/02 J.Susiak - Writing ASP application to test if access to DB possible through ADD.
29/10/02	[M1] Allocated to: Brian Wilson by Brian Wilson
29/10/02	Request Initiated, customer reference: , target date: 29/10/2002 11:22:00, title: Workspace Application Failure

New Diary Entry:

UPDATE

→ Status

→ Estimate

→ Completion

→ Description

→ Internal Approval

→ Resources

→ Response

→ Customer Approval

→ Documents

Resource control

Since service delivery often requires the application of further resources, S³ also provides support for the management, scheduling and allocation of resource pools within and across requests.

Services

→ Status

→ Estimate

→ Completion

→ Description

→ Internal Approval

→ Documents

→ Response

→ Customer Approval

→ Diary

Request Resource

Current Resource Requests:

Requested	Type	Start	End	Amount	Allocated Resource	
19/02/03	Jon Susiak	19/02/03	19/02/03	2 Qtr Hours	40	DELETE
19/02/03	Brian Wilson	18/02/03	18/02/03	8 Qtr Hours	160	DELETE
19/02/03	Jon Susiak	18/02/03	18/02/03	8 Qtr Hours	160	DELETE

Add Resource Request:

Type: Start: End: Amount:

UPDATE

→ Status

→ Estimate

→ Completion

→ Description

→ Internal Approval

→ Documents

→ Response

→ Customer Approval

→ Diary

This function is ideal for service scenarios involving the application of field service, engineering, or other specialist personnel within the service delivery process, where the availability of certain resources may be limited.



Management reporting

From a management perspective, any number of reporting tools from MS Office applications such as Excel and Access through to specialist tools such as Crystal Reports or Business Objects can be used to report or mine the valuable business resource the S³ repository presents.

Your company will therefore be able to continuously benefit from selected management information, to identify 'best practices', and improve the service process for future customers.

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