

ITSM Mobile Field Service

Bring the Service Desk to the Field

Get Out There

Service support technicians can't always be tied to a desk. As needs arise, they are on the move, in the field or down the hall, completing assignments and solving problems for customers. That's the job, and it's a lot easier to accomplish with FrontRange™ ITSM Mobile Field Service. This service desk solution for Apple® iPad® and iPhone® gets time-critical service requests to agents in the field, so service calls start sooner and incidents are closed faster. In fact, ITSM Mobile Field Service can boost service desk productivity almost immediately, so the team you have in place today can handle more incidents, with better service and a streamlined support process.

Mobile Service—It Just Makes Sense

ITSM Mobile Field Service brings the service environment to the customer. Technicians can be in the field, in the middle of a service call, yet still receive new service tickets and assignments, just as though they were sitting at their desks. The ITSM Mobile Field Service interface for handhelds provides access to relevant ITSM assignments, assets, incidents, customer data, data-logging functionality and more. Agents in the field have the necessary service desk functionality—virtually anytime, virtually anywhere.

- Streamlined workflow—Travel time between service calls and the help desk is reduced or eliminated, saving valuable time and steps, and allowing more tickets to be closed each day.

- Instant data logging—Service calls are logged as they happen, so incident reports are more accurate and complete, providing support personnel credit for every service call completed.
- Faster service delivery—Service calls start sooner, so incidents are resolved faster, allowing support teams to meet the most aggressive service expectations and service level agreements.
- Better reporting, tracking and analysis—Management teams get better information regarding service delivery times and cost per call, which improves decision-making when provisioning teams, defining budgets, and setting expectations across the enterprise.

Breaking the Chain

There's no reason for service desk technicians to go off the grid when they're on a service call. ITSM Mobile Field Service turns a handheld smart-phone into a mobile service desk client, allowing technicians to take the office with them wherever they go. Now the service desk can travel to all corners of a distributed enterprise, transforming the IT service delivery model in dramatic ways:

- Empowered technicians—Today's distributed environments are just that: distributed. ITSM Mobile Field Service brings real-time information and help desk access to remote corners of the enterprise, so service technicians get the data they need, when they need it, without having to stop at their desks.



KEY INFORMATION

ITSM Mobile Field Service Minimum System Requirements:

ITSM Mobile Field Service is compatible with ITSM Service & Support (Versions 7.0.2 or higher). Please see ITSM Service & Support specific documentation for system requirements.

Shared System Requirements

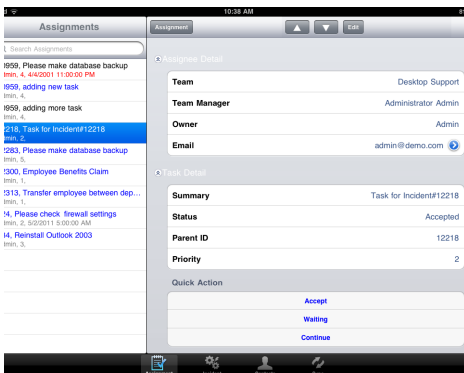
Server Hardware

- Intel® Pentium® 4 Class machine
- 2.4 GHz or faster processor
- 1 GB RAM
- 10 MB disk space for server
- Windows Server® 2008 or latest
- Internet Information Services

Apple® Device Requirements

- iOS v4.3
- Minimum 32 MB memory, 64MB recommended
- iPad 1, 2 or iPhone 3gs or newer

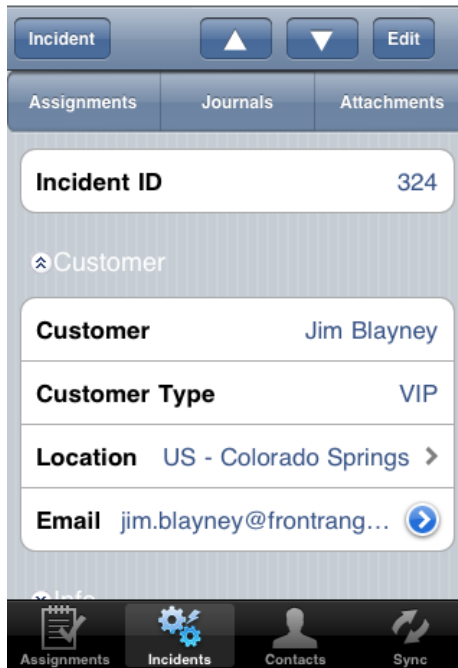
- Better service—Real-time data access, regardless of network availability, means that technicians can provide exceptional service to customers whether they're down the hall or across town.
- Lower service costs—ITSM Mobile Field Service sends new assignments and critical support information directly to technicians wherever they are, eliminating travel time between calls, reducing service delivery time, and increasing service volume of the help desk—without increasing head count.
- Improved response times—Technicians receive incident requests in real time, and can quickly acknowledge assignments and respond to requests without having to return to the service desk to pick up tickets.
- Increased customer satisfaction—As soon as a service request comes in, it's



in the hands of a field technician. If the technician is already on-site for another call, additional requests for service can be handled—and logged—at the same time.

The Power of ITSM—Anywhere, Anytime

ITSM Mobile Field Service is built on the proven architecture and rich feature set



Manage assignments on your handheld

of FrontRange ITSM, a comprehensive suite of service management tools used by hundreds of companies worldwide. ITSM Mobile Field Service builds on this foundation, combining secure, wireless operation with advanced features for on-the-move service technicians, including:

- Real-time tracking—Incident reports are posted from the field to the system as soon as they're completed, providing an up-to-the-minute snapshot of service desk activity. Analysis of service activity has never been easier or more informative.
- End-to-end security—Incident requests and customer data are encrypted between ITSM and the field service client. Additional remote wipe security goes a step further, safeguarding corporate

data if a handheld device is ever lost or stolen.

- Full information access—Everything needed to complete a service request, including call details, incident details, and asset details, can be viewed and edited in the field and instantly synced to the service desk.
- Complete Asset tracking — re-assign assets between customers and field service technicians.
- Full form rule support—ITSM Mobile Field Service supports auto-fills, validations, and validation constraints that are designed in ITSM Service & Support.
- Administrative control — ITSM Mobile Field Service utilizes form and list design from the ITSM Administrator, allowing you to define exactly what information and behaviors are supported on the mobile client.
- Native Integration — directly access maps to get directions to customer locations, make phone calls, send emails, and even start facetime conversations from within the mobile application.



For more information, call 800.776.7889 or visit: www.fronrange.com