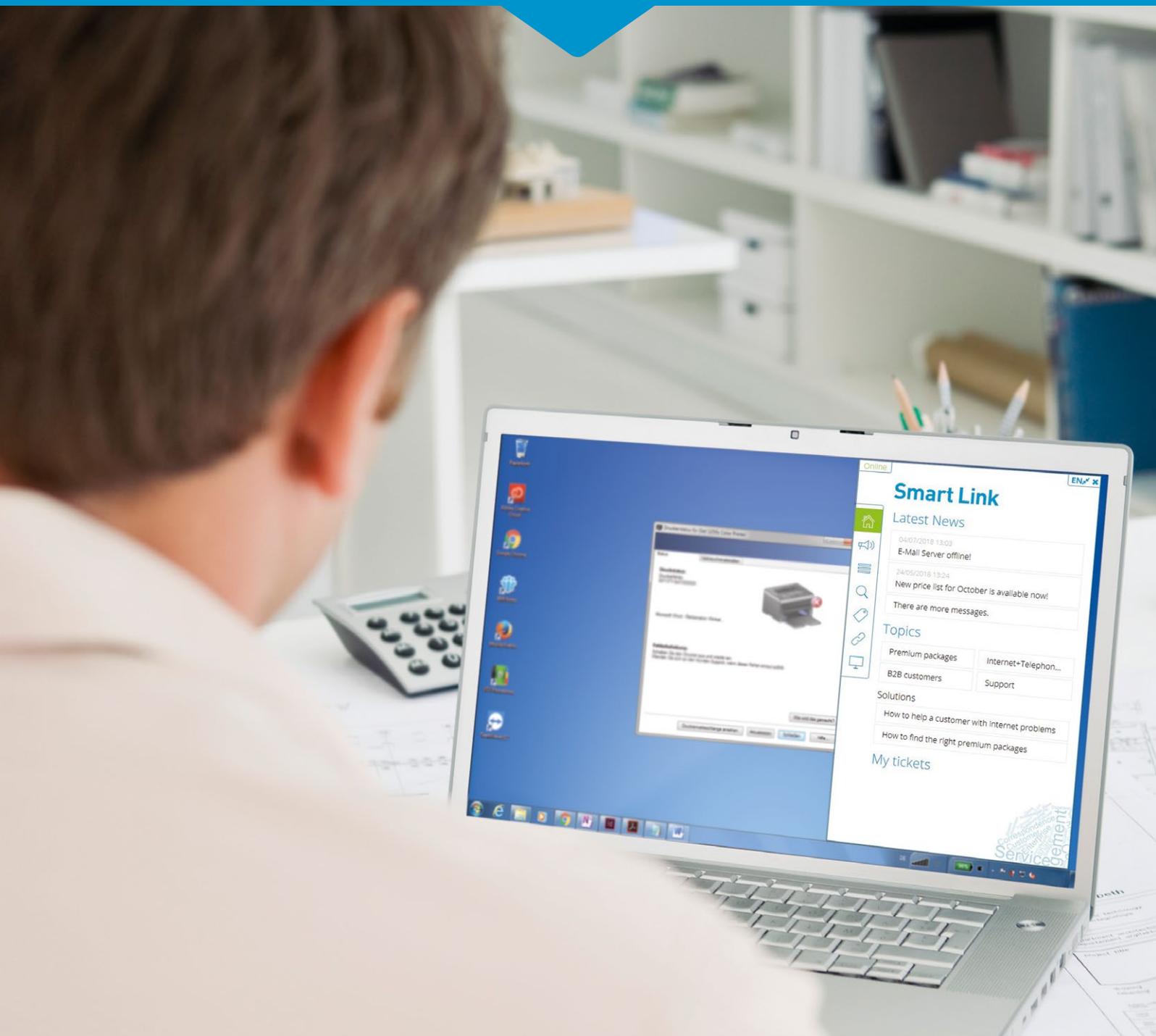


IT SELF-SERVICE – AID FOR ALL IT PROBLEMS

Users expect fast, reliable help for acute IT problems or questions about specific IT applications. The telephone is usually the first choice of communication – but it is not always the most efficient. An intelligent IT self-service solution supports users directly and quickly, effectively reducing the number of queries directed to IT support.

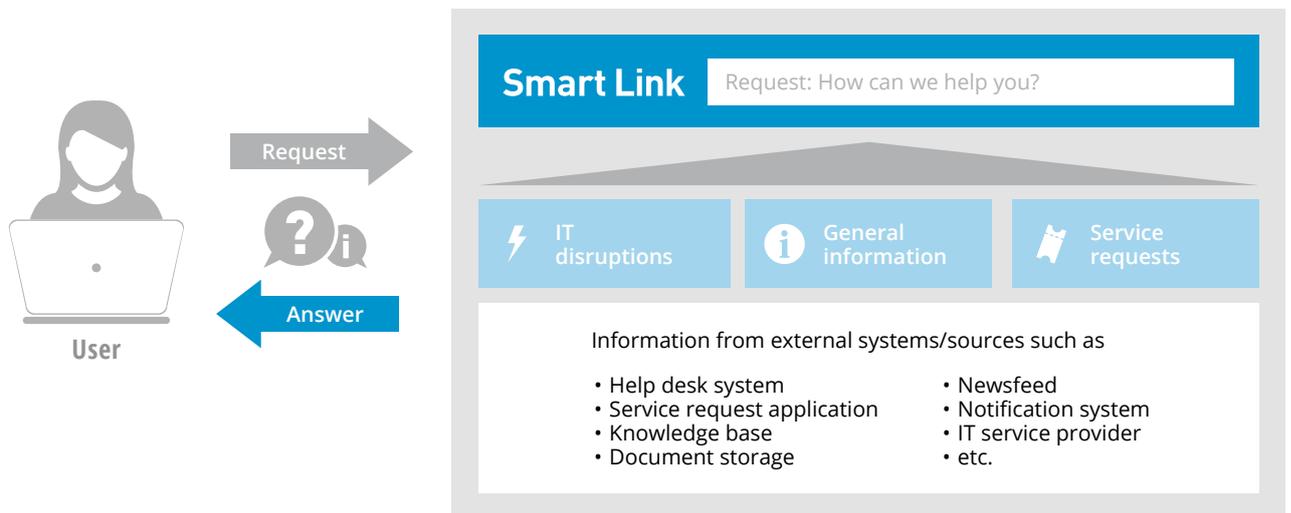


THE INTELLIGENT CONNECTION BETWEEN USERS AND IT SUPPORT

The average cost of a first-level support ticket is climbing constantly. At the same time, conventional self-service solutions are failing because of insufficient user acceptance. Smart Link offers a completely new self-service concept for your IT service organization. It is designed based on the idea of self-service automation, combining all self-service functions into a single interface. Smart Link thus allows the user central access to IT support.

— Smart Link is a self-service solution that pools all IT-relevant information and functions for end-users into a single channel. It does not matter whether a user submits a service request, reports a disruption, or has a general IT question. Smart Link

provides all these functions within a single interface. Your existing systems, such as IT ticketing, service request applications, and document storage are not replaced, but simply complemented.



BENEFITS OF SMART LINK



20 %
fewer tickets in IT support



Unique operating experience
ensures high user acceptance



50 – 90 %
faster resolution time



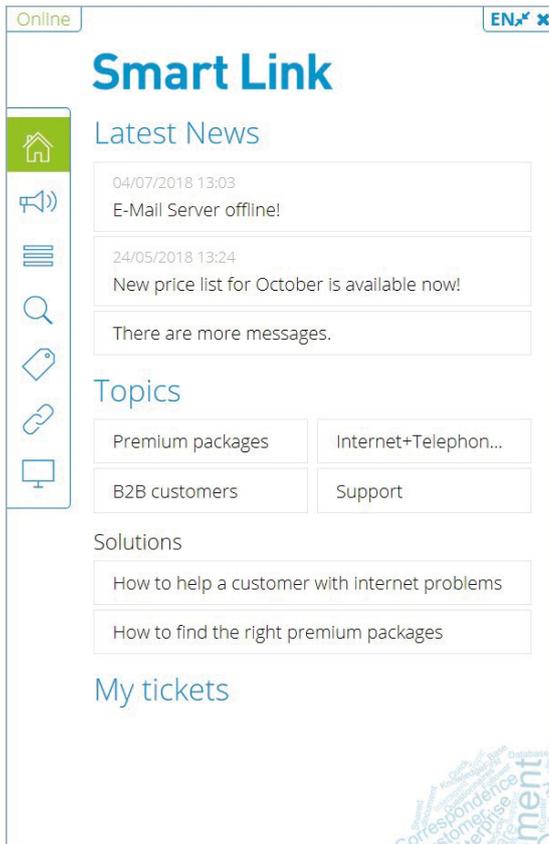
24/7
Available 24-7, around the clock
(even off-line)



100 %
customer satisfaction



Multi-channel solution for
smartphones, tablets, and desktop PCs



A central application for all IT queries

— Smart Link combines self-service searches and ticket creation into a single platform. It follows the concept of service automation. The user is able to receive automated notifications about current disruptions while also being able to perform a self-service search to find a solution to that problem. As text is being entered into Smart Link, the intelligent search is finding suitable solutions in the central knowledge base. If the user finds no answer, he can switch to support chat or ticket entry at the push of a button. The question is transmitted automatically – there is no need to re-enter it. This continuously improves the solution while reducing the number of first-level support tickets.

Automatic collection of diagnostic data

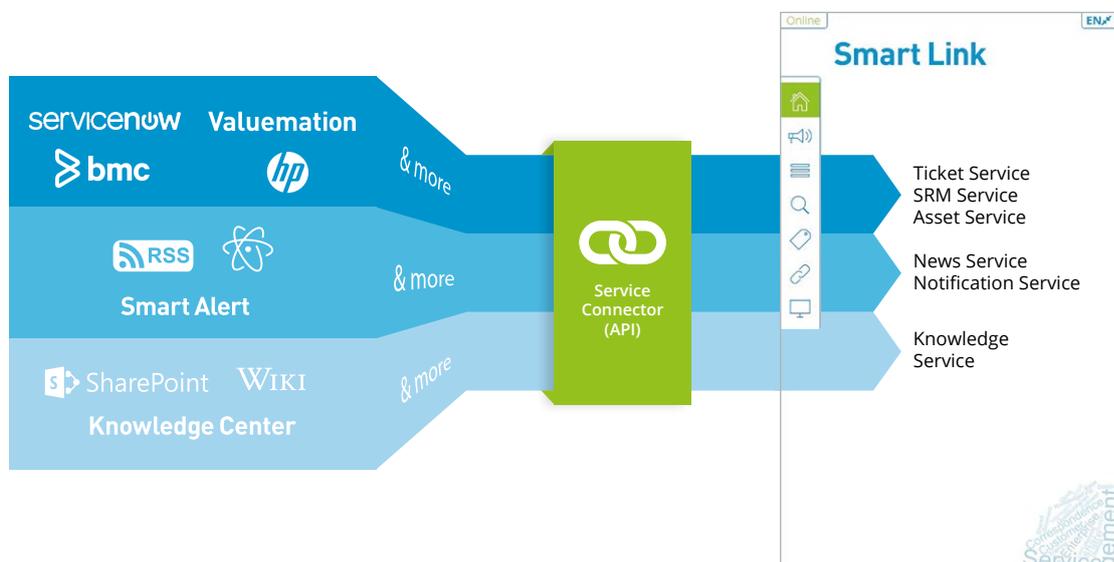
— Smart Link automatically collects system information on the user's device, supporting diagnosis of a problem. Screenshots of the faulty application, a list of the processes currently running, and further configuration settings are automatically transferred to the IT service team. This information can be critical, especially during diagnosis of problems with application programs. All of this helps to dramatically reduce ticket resolution time.

Accessible from anywhere by app

— All IT-relevant information and functions are pooled into a single application with Smart Link. But what happens if no PC, and therefore no self-service, is ready at hand? The new Smart Link app makes all IT solutions available directly on your mobile device.

Easy to integrate

— Most companies already offer various self-service programs. Regardless of whether it is a knowledge base, an incident management system, or a service request portal, Service Connector makes Smart Link easy to integrate into existing systems.



Simple integration of Smart Alert, the pro-active messaging and alarm system for IT disruptions and maintenance work



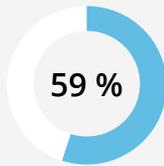
Smart Alert

— Almost everyone is familiar with the problem: the e-mail system isn't working, or there is no internet connection. But what's causing the problem and how long will it take to fix it? Smart Link's alerting functionality, Smart Alert, allows IT support to send pop-up alerts directly to all affected users to inform them about disruptions. The notifications can be:

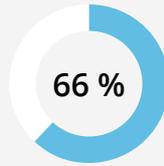
- displayed to a restricted user group only (based on location, organizational unit, or IP address range)
- sent in multiple languages
- published at tailored times

Smart Alert allows you to substantially reduce the number of calls and tickets coming into the desk when a disruption occurs which helps improve staff satisfaction and the image of IT support.

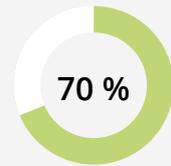
What users expect of IT support



want faster service desk reaction time



think IT support could use improvement



view self-service positively

Source: ComputaCenter

Unymira – Benefit from know-how and experience

— For more than 20 years, we have delivered professional solutions that enable our customers to use knowledge efficiently in their service activities. Our excellent consulting services and practical approach have contributed to the success of countless customer projects across all industries and disciplines. Whether rolling out a completely new knowledge management system, replacing an old system along with migrating your data, or implementing a newer release version, our qualified team of consultants fully supports you throughout all phases of your project.

“Due to the central importance of knowledge in IT service, we opted for a professional tool from market leader, USU. Nowadays, our agents need a 360-degree data supply, not just an overview of incidents and service requests. This means context-related access to all sources of knowledge, i.e. solution documents, manuals or guidelines, for example.”

Bastian Dieckmann, CEO,
Vater BankIT GmbH



Contact us today. We'd be pleased to have the opportunity to discuss your needs with you!