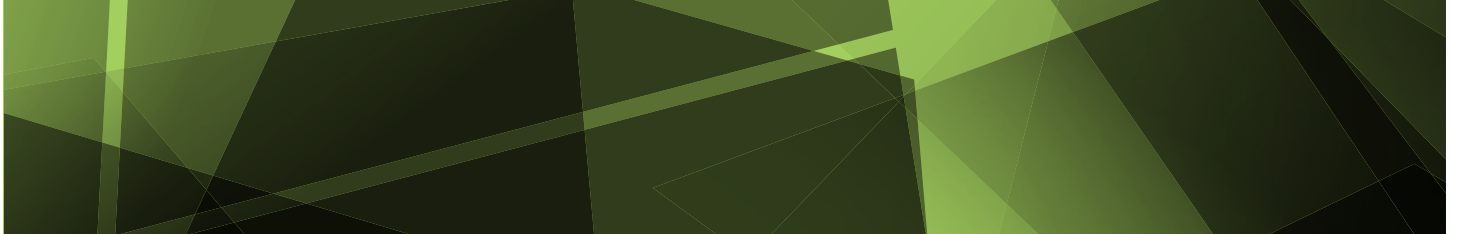


# Gain Greater Control of Service Delivery

## LANDESK® Service Desk



### AT A GLANCE

- Increase business productivity
- Improve service delivery
- Transform IT performance
- Increase visibility across service operations
- Reduce time to resolution
- Control infrastructure change to reduce risk
- Simplify administration and configuration
- Easily integrate functional silos and automate IT work processes
- Reduce costs while meeting service level expectations
- Improve customer satisfaction and enhance IT-end user relationships
- Demonstrate and communicate the value of IT service management

Managing IT service delivery successfully today and into the future is not for the distracted or faint of heart. With the right tools the task is attainable, and the continuous improvements in service delivery influence significantly the “anytime, anywhere” productivity of employees and the success of the business. It’s true. With the right tools you can:

- Take control of your IT service delivery
- Simplify your service management processes
- Acquire real-time visibility across your services and infrastructure
- Turn a customer service strategy into a customer satisfaction reality
- Bring together people, process and technology and orchestrate their interactions for optimum service performance

Rest assured, you can do all of this and more with LANDESK® Service Desk.

## Discover the Benefits of Process-Driven IT Service Management

LANDESK Service Desk is a process-driven IT Service Management (ITSM) software solution that can be deployed as an on-premise, cloud, or hybrid solution. It delivers all of the core ITSM functionality expected from a market-leading solution, including ITIL®-verified incident, request, self-service, control, knowledge management, and multi-level reporting.

LANDESK Service Desk provides a rich end-to-end service management platform that not only supports core service management tasks, but enables your IT organization’s high-level business goals, from basic resolution management to mature service portfolio management, capacity and availability optimization, and continuous service improvement. It integrates seamlessly with your systems and network management environments, including all LANDESK® solutions for systems lifecycle management and endpoint security.

The solution’s out-of-the box functionality is easily configurable to match specific business needs without coding. It helps you move swiftly from a reactive state to a more controlled, proactive, and service-oriented posture. You improve the availability and continuity of your services and the productivity of your service desk staff and users, while reducing your time-to-restoration, downtime expense, and service-related business risk.

### Simple to Use and Easy to Own

LANDESK Service Desk enables IT to interact effectively with both its technology infrastructure and user community. Its process automation and policy enforcement capabilities simplify best practice adoption. Through deep integration it provides actionable intelligence with the essential business context to support fast, accurate decision-making and continual service improvement.

## Achieve Consistency and Control

Consistent adherence to well-defined work processes is the path to predictable results, reduced risk, and operational efficiency. It's the way you meet your service level agreement expectations and create a better customer experience.

### A Process-based Approach

Defining and documenting your IT support processes—who does what and when they do it—ensures that everyone works in the same way and pursues the same goal. But defining a process is only half the battle. You must also enforce consistent execution.

LANDESK Service Desk gives you that enforcement capability in a powerful process engine that lets you build, automate, and modify service management processes at any level of complexity. An extensive library of pre-defined processes ships with the product, along with templates to simplify new process design.

The Service Desk process engine is neither a bolt-on function nor a disconnected visual abstraction. It is the beating heart that animates and propels every aspect of service delivery and quality assurance. Users see different views and prompts at each stage depending on their roles and responsibilities.

Service Desk helps you ensure that IT support processes are followed without deviation, whether the task at hand is resolving an incident, changing a system configuration, filling a service request, or provisioning a new employee. No process can be circumvented to complete a task, making it easier to achieve regulatory or security compliance. In addition, the solution supports operations across borders with processes and windows localized for each user.

### ITIL Best Practice Support Is Built In

The industry-standard best practices of ITIL help you harness proven expertise to reduce the risk of failure and accelerate your response capabilities. LANDESK Service Desk drives ITIL best practices into your IT organization's work processes, having achieved PinkVERIFY status through Pink Elephant's software certification scheme for all 15 processes that make up ITIL V3, and effortlessly demonstrating good IT governance. You may not use all 15 immediately, but as you grow you can take advantage of these capabilities as they support your business strategy.

### Service Level Compliance

Managing your organization's performance against its service level commitments is the key to your personal success. It's the one area where the business is least forgiving.

Once you formalize a service level agreement (SLA) with business stakeholders, you can use LANDESK Service Desk to tie your agreements into your operations to help your team meet customer expectations. Service Desk makes it easy to monitor how an Incident, Request, Problem, Change, or Service process is performing against its SLA. In any task, the appropriate level of response is pre-selected automatically for an analyst based on the data that is entered, and thereafter the system takes the appropriate escalation actions. If you are close to breaching an SLA, Service Desk escalates the priority, reassigns the activity, or notifies the service desk, making every effort to safeguard your commitments.

### Extend Service Management Beyond Core IT

Our customers use LANDESK Service Desk beyond core service management, such as for project and portfolio management as one example. By creating a core project lifecycle process you can use Service Desk to manage everything from milestone stages and task workflow through to risk, time, and cost management for individual projects or your portfolio.

Furthermore, your service desk is not the only group in your business that needs to deliver its services consistently; other departments seek the same goal. Too often the IT service desk is seen as external to core business operations, yet HR, facilities, development, and other units all benefit from process-driven service management. Your knowledge of LANDESK Service Desk can be a bridge to enabling performance improvement in the wider organization.

Take new employee on-boarding, for example. LANDESK Service Desk can automate all the standard HR activities and processes, such as provisioning access passes and car parking spaces. It can help ensure that new employees start their tenure with a positive experience and are able to be productive from day one. The LANDESK Service Desk platform is used across many organizations to enforce consistent delivery and control through process-driven operations.

## Service Delivery

Provisioning services and ensuring uninterrupted delivery are among your key responsibilities, and your biggest challenges.

### Break, Fix, Request

LANDESK Service Desk is your de facto starting point for mature service and support management. The solution minimizes disruption caused by IT-related incidents by ensuring fast resolution of user issues and rapid restoration of service. It provides out-of-the-box templates for fast call logging, incident management, and service requests for both service desk staff and end users through a self-service process that minimizes administrative effort.

Service Desk promotes fast resolution through instant access to information about who is contacting the desk, incident histories, details of services, and issue criticality among other pertinent information. To expedite incident diagnosis, Service Desk incorporates knowledge management capabilities that prompt analysts with relevant information and guidance for each incident. A subset of this knowledge can be published to your more self-reliant end users via self-service, allowing those who are motivated to resolve their own issues.

One of the solution's key strengths is the ability to capture, create, and manage knowledge as your analysts work, complete with an expiration date. This reduces the effort and administrative overhead associated with knowledge management, and keeps your team productive. In fact, LANDESK Service Desk is KCS verified for knowledge-centered support. Convenient access to well-organized information improves resolution rates and fosters a better-trained, more motivated staff.

LANDESK Service Desk also promotes seamless IT operations by automatically capturing critical network performance information related to service issues, enabling faster detection and automated resolution, often before users even notice an impact or service outage. Your IT staff can focus more on solving customer problems and less on monitoring systems.

### Managing Change

Changes in the IT infrastructure have always been a leading cause of new incident reports to the service desk.

With LANDESK Service Desk, the individuals responsible for IT infrastructure changes can manage the entire change process with confidence and reduced risk of productivity disruptions due to failed, incomplete, or misguided changes. All change implementations follow defined and controlled processes that incorporate all related activities, from initial request through authorization, scheduling, and assignment. Responsible parties maintain visibility and control at every stage.

The solution's federated configuration management database draws asset information from virtually any external systems management solution to provide

comprehensive visibility into IT assets, their relationship to services, and the potential impact of changes on services and end users. A central service desk calendar provides scheduling with full visibility of blackout periods.

Because the solution's change control functionality is tightly integrated with incident and problem management, it is easy to trace the reasons for a change, to promote efficient handling of changes and releases, and to reduce the time required for change and release management.

## Service Provisioning

Poor control of the services you deliver can have a crippling effect on your service desk's costs and productivity. LANDESK Service Desk gives you that control through full lifecycle service management. By applying standard validation and authorization processes from provisioning through termination, it effectively ensures that you deliver only those services that provide value and strategically align to your organization's goals.

Service Desk lets you define, specify, create, publish, release, and retire any service you choose to offer. You can offer these services through a service catalogue, creating your own internal AppStore experience. The service catalogue allows your staff to deliver and maintain services simply, accurately, and automatically, all still tied to backend process. Users can see and request only the services to which they are entitled, and the catalogue automatically excludes all services to which a user is already subscribed. This helps ensure that only valid requests are fulfilled and controls the cost of services delivered. Every processed request triggers a CMDB update to refresh the configuration information stored there.

## Flexibility

Organizations don't stand still, and your service desk must be able to adapt quickly, easily, and at the lowest possible cost.

## Code-Free Configuration

The speed at which you can modify processes and policies, deliver new services, or improve existing ones all contribute to the service desk's reputation in the business. LANDESK Service Desk is built to change as your IT and business requirements evolve. It can be extended easily by your team without specialized development resources. Unlike more rigid systems, the platform is designed to be modified through codeless, drag-and-drop configuration, and its simple, intuitive design interface makes it easy to create or modify data, layouts, and process workflows.

## Simple Administration – Easy to Own

Swift set-up and simple maintenance can mean the difference between successfully adopting a new system and writing off a bad investment. LANDESK Service Desk makes it easy to define users and privileges, set up service response levels, link email, publish reports, change settings, connect data sources such as Active Directory, and complete other routine administrative tasks. Mobile access is a perfect example. Instead of using native apps—each requiring separate administration, implementation, and monitoring for inheritance—Service Desk's web-based interface provides a single URL for all mobile devices. It also reduces the amount of data stored locally and exposed to loss in the event of a lost or stolen device. Of course, if your policy is to use mobile apps, you can do that too, and your end-user customers can access these themselves from the Apple App Store or Google Play.

## Robust and Fit for Purpose

IT environments vary widely, but every one requires a service desk system that is fit for purpose—one that operates reliably and without performance degradation under all workloads and conditions. Custom-built systems can be expensive to

upgrade, and the results can be unpredictable. You need a service desk solution you can update without risking costly downtime.

LANDESK Service Desk is designed to thrive in distributed organizations that operate across time zones and language frontiers. It is not limited by scope or the nature of your IT environment. It uses roles and privileges to manage access consistently no matter which connection interface your users choose, keeping your service desk operations safe and secure. LANDESK Service Desk is portable through upgrade whether on premise, in cloud or hybrid. All changes you make to the system live on until you decide otherwise.

## Being Productive while Mobile

Being out of range of the service desk should not mean being out of touch. You are responsible for overseeing the operations, whether you're at your desk, in a management meeting, or out visiting end users. Similarly your end users need the confidence that they can connect with your service management services where ever they are.

LANDESK® Mobile Web Desk is Service Desk's browser-based mobile service management interface for service desk staff. You can view dashboards, drill down into performance data, or approve service desk actions for your staff so that you don't contribute to service level breaches. Your analysts can use it to manage workloads and resolve incidents using ITIL-verified processes from any location, on any mobile device. Meanwhile your customers can use the LANDESK® Mobile Self-Service solution to access a broad range of resources.

Exceeding consumer-standard expectations means offering choice. Mobile Self Service is available both as an App from the Apple App Store for iOS and from Google Play for Android, as well as through a responsive, web browser-based app optimized for any mobile device. Your end-user customers can log, update, and monitor incidents, request services via Mobile Service Catalogue, search a knowledge base for troubleshooting tips, and find answers to frequently asked questions, all without contacting the service desk directly.

For any mobile Service Desk user—end-user customer, IT, or analyst—you can capture context that matters. Quickly view the physical location of a mobile service desk user as they roam to create a more nimble environment that supports workers proactively and most appropriately when it's needed.

## Customer Satisfaction

This is the age of IT consumerization. Your internal customers expect the same experience at work that they enjoy at home, and they will quickly seek alternative services if you consistently disappoint them. When it comes to keeping the customers satisfied, your service desk systems are your first line of defense.

## Customer Experience and Expectations

Customer experience is the sum of all user interactions with your service desk. If a service goes down, your response will shape their perception of the service itself, and more importantly, your ability to manage it effectively. This experience shapes stakeholder expectations of your future performance, not to mention assessments of the value you provide. LANDESK Service Desk helps you improve the customer experience and raise expectations by automating and accelerating information delivery to relieve the friction users often experience in their dealings with IT.

Service Desk provides multiple interaction channels between users and the service desk, including self-service, email, chat, social collaboration walls, RSS feeds, dashboards, telephone, and mobile. Making the service desk more accessible to the user boosts satisfaction levels. It also helps your service desk staff inform end users and other IT staff about ticket status, service requests,

planned changes, and other issues that might affect their productivity. All channels are process-driven, so the service desk deals with every communication consistently and sets the right expectation.

With location-aware mobile capabilities, end-user customers can look up the location of roaming analysts to request on-the-spot support from an analyst in close vicinity, reducing wait time and increasing IT engagement.

LANDESK Service Desk even helps you track and improve your customer experience performance through built-in satisfaction surveys. Polling regularly documents user perceptions of incident handling and other service desk activities, providing context for in-service training, skills development, and coaching.

## Visibility

Service desks often struggle to document the business value they provide because they lack the ability to measure and report their performance. Transparency in performance and value delivered fosters collaboration with other IT teams and higher levels of end user satisfaction. It also provides a quantitative basis for service improvement and operational decision-making.

## Reporting

LANDESK Service Desk is certified as SDI (Service Desk Institute) Performance Results Report compliant. The solution improves your visibility into IT's performance against business goals, providing critical context for both service management and business decisions. Its powerful multi-level reporting allows you to track, analyze, and publish your service performance, cost of services, resource allocation, and any other metrics needed to demonstrate the value your organization delivers. Everything from drillable dashboards through customer-facing SLA reports and trend analysis is continuously at your fingertips. Queries can address service desk and external data sets, and can leverage pre-formatted reports for speed and simplicity. They can isolate performance for individual users, roles, or groups. They can be published through any available interface including mobile, and updated dynamically to provide a near real-time view.

Finally LANDESK® Management Information integrates and correlates internal and external data sources, and reports against KPIs that match the organization's business critical success factors, providing intelligence and insights that surpass the capabilities of traditional reporting.

It's easy to provide dashboard views of key performance data that you can publish to your end users via Self Service, review in management meetings on tablet devices to demonstrate accountability, or publish to your staff to help motivate the team.

## Service Visualization

Service Desk provides an accurate, up-to-the-minute visual representation of your services and the IT assets on which they depend. Its comprehensive CMDB allows you to import and create CIs, model the relationships between them, understand the potential impacts of any proposed change, and notify the users who would be affected. It helps you eliminate unforeseen productivity impacts of change in your environment.

## Multiple Interfaces

LANDESK Service Desk provides a number of interfaces to ensure that you, your staff, your end users, and your business stakeholders all receive exactly the information they need in the most appropriate, effective, and timely presentation. From a desktop console for deep dive administration to a lightweight web access platform and mobile interfaces for all, LANDESK has covered all the bases. Simple administration allows each interface to be configured to suit the way you work and match your organization's design standards.

## Simplified Integration and Automation

IT Service Management cannot operate effectively in isolation. It must integrate technology, people, and processes to fulfil its purpose. Without integration your business systems create information silos that frustrate coordination, impede operational efficiency, and challenge service desk managers. Maximizing end user productivity requires a connected approach to infrastructure, data, and people.

As you and your staff work, LANDESK Service Desk connects to disparate systems, critical data, and distributed workforces, seamlessly bridging functional silos to expedite IT actions and reactions and eliminating the human error rooted in manual processes. Through automation and multi-layer integration with the underlying IT infrastructure, including network management tools, key business applications, and personal productivity tools within and beyond your business, LANDESK Service Desk creates an end-to-end service management environment that leverages and extends existing systems.

Service Desk integration is more than just simple data import. From internal integration and automation among processes in the Service Desk system to enabling your teams to drive systems management and other IT tools from with Service Desk, it automates business and operational processes across multiple data, department and application silos for faster, more efficient, and error-free outcomes such as request and deployment of software.

## Contact LANDESK to Learn More

LANDESK Service Desk is unparalleled in the depth and breadth of its integration capabilities. Together with the wider LANDESK product portfolio, it supports organizations that embrace a larger IT Service Management vision and seek an integrated single-vendor solution to reduce infrastructure complexity and improve service delivery.

For more information, email us at [sales@LANDESK.com](mailto:sales@LANDESK.com) or speak with a LANDESK product representative:

- In the U.S. call: 1.800.982.2130
- In Europe call: +44 (0) 1344 442100
- In APAC call: 1300 661 871

**For specific country offices and contact information, visit [www.LANDESK.com](http://www.LANDESK.com).**

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