

5 Things

you can do with
Alemba Service Manager



ONE

Automate Everything!

Alemba Service Manager has a number of killer components: a completely license-free self-service interface, a powerful workflow engine, an insanely good dynamic forms designer, an integration platform that hooks into everything (including our own workflows) and an intuitive and versatile UX for analysts to manage their tasks. Put them all together and you get the ability to implement 100% start-to-finish automation straight out of the box.

Do you have someone new joining? No problem. Just request “new joiner” from the catalog. Fill in some details and watch as Alemba Service Manager automatically creates AD accounts and email addresses.



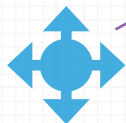
Request Start Task

“We helped a NSW government agency save more than 300 work hours (2 FTE) per month by using Alemba Service Manager to create automated workflows for their top 10 call types across 16 departments.”

David McKinney, Lida Solutions



Rejected



Conditional
Branching Task

Technical Review



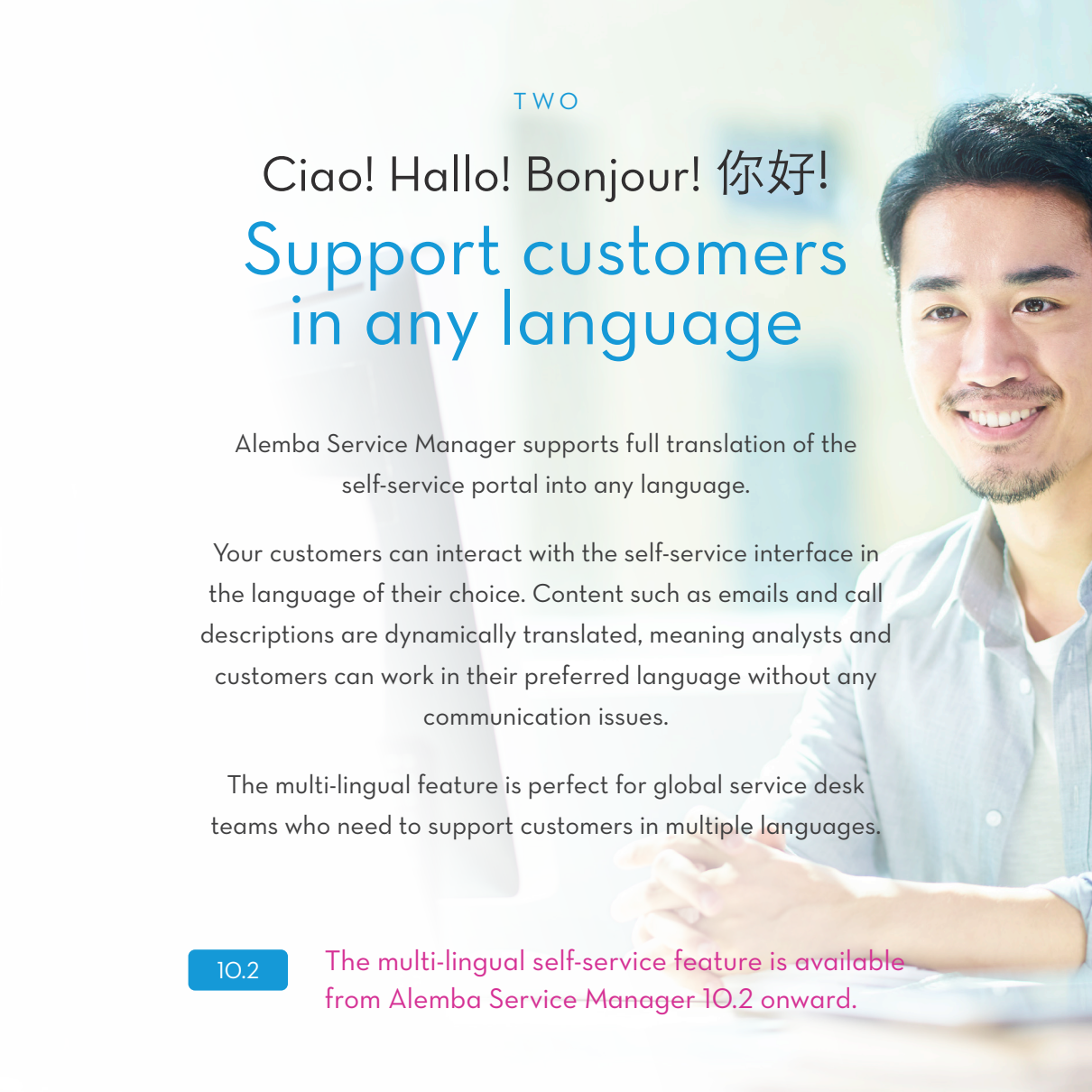
Activation Task



Ready for CAB

“Barnardo’s used Alemba Service Manager to introduce automated feedback surveys, sent out on call resolution, to improve the quantity of surveys returned. Response rates have gone up from 200 p/m to 200 p/w.”

James Pitt, Barnardo’s



TWO

Ciao! Hallo! Bonjour! 你好!

Support customers in any language

Alemba Service Manager supports full translation of the self-service portal into any language.

Your customers can interact with the self-service interface in the language of their choice. Content such as emails and call descriptions are dynamically translated, meaning analysts and customers can work in their preferred language without any communication issues.

The multi-lingual feature is perfect for global service desk teams who need to support customers in multiple languages.

10.2

The multi-lingual self-service feature is available from Alemba Service Manager 10.2 onward.

THREE

Go way beyond IT



Alemba Service Manager fully supports Enterprise Service Management, allowing processes to be expanded into other business functions. Your entire organization can reap the benefits of Alemba Service Manager's robust capabilities.

Alemba Service Manager Partitioning allows different business functions to be incorporated into a multi-tenanted, single application. The powerful partitioned database makes it easy to segregate department-specific data, configuration settings, workflows and security, while encouraging collaboration between departments when needed.

Visit alemba.com to find out how Cardiff University expanded their Alemba Service Manager system to incorporate their HR Service Desk.

FOUR

Solve Problems **before** Incidents occur

Why spend time and resources solving Incidents as they occur when you can zap Problems at the root, *Minority Report*-style?

Alemba Service Manager's award-winning AI Ops functionality automates the identification of underlying problems.

With Alemba Service Manager, you can automatically generate problems and link these to entities that caused the problem, set up rules to automatically log calls, simulate outages to show possible impact to business, and much more.

The result? Fewer calls logged, fewer outages and a more cost-effective, productive Service Desk.

"I know a few people who would rip their arm off for this kind of functionality within a tool."

Rebecca Beach, The ITSM Review

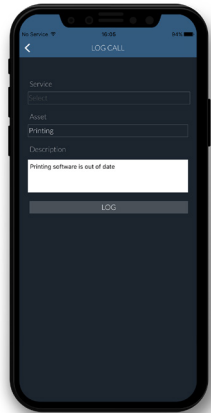
FIVE

Interfaces for Everyone

Alemba Service Manager offers interfaces for everyone, everywhere.

ALEMBA SERVICE MANAGER APP

Now you can access your Alemba Service Manager system using our Alemba Service Manager app. Are you an end user? Great, just download the app to log and track calls, approvals, orders and assets. Are you an analyst? Perfect, use it to keep up with your outstanding workload when you are on the move.



SELF SERVICE PORTAL

Do you want to show your users an attractive shop window for your services? The Alemba Service Manager suite includes a fully brandable portal for your users to log calls and requests, and place orders.



NANO

Nano has been developed for analysts and occasional users who want to get the job done easily and with no fuss. It is intuitive and ergonomic. Only essential information and buttons are displayed, with pop-out panels and incremental search functionality built in. All this, on any browser, with the power of the Alemba Service Manager engine behind it.

CORE

And for those who work under the bonnet to set up and maintain your system, our Alemba Service Manager Core interface has been restyled to offer a fresh, modern look, with new and enhanced functionality being added all the time.



See more and request a demo
alemba.com

