

Alemba Enterprise Service Management (ESM)

Delivering services simply.

There are considerable benefits to be gained from introducing a best practice based service management approach across the enterprise, but implementing and managing such a system efficiently is often a daunting task.

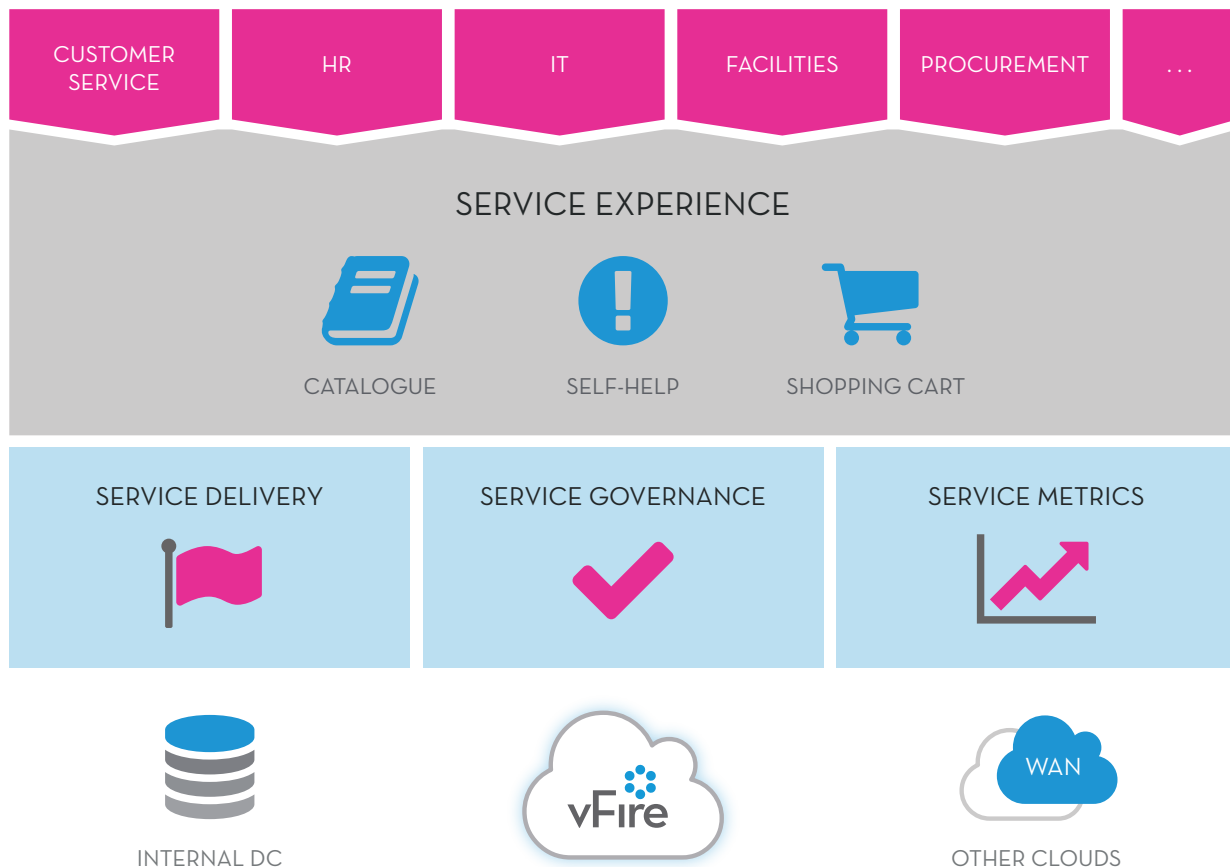
In order to deliver any service consistently, it is essential to ensure that the service is presented in a way that the business can easily consume, and in the language that they understand around processes that are familiar to them.

Alemba promotes a building block approach to ESM, providing a simple pathway to on-board business services in a structured and repeatable way.

Alemba Facilities Service Automation

Facilities management practitioners often rely on numerous systems, processes and tools to manage facilities requests, maintenance and operations.

Using a service management tool to manage day to day requests and incidents can aid effective facilities management, ensuring speedy service delivery as well as improved accountability and transparency.



Alemba Facilities Management Solution

Alemba's Facilities Management capabilities allow facilities managers to better manage resource utilization, cost control and evaluate the performance of facilities services.

Alemba's capabilities include:

- An online service catalogue for managing:
 - maintenance requests
 - security and access requests
 - general facilities enquiries
- An integrated knowledge base, populated with facilities information such as building plans, green policies, safety services, access service policies, etc.
- Auto-routing of service requests to specialists based on facilities requests.
- Quick solution templates allowing any repeatable and high volume facilities requests to be logged and closed rapidly by the support team.
- A mobile interface, which allows facilities officers to update and check work assigned to them whilst in the field.
- Personal reports and dashboards for visualization - this allows facilities managers to understand the workload, volume of requests and resource utilization.
- A single platform for consolidation - a single view into facilities operations means managers can track and report on KPI's, rapidly identify repeat issues and common trends.

Benefits

- Enhanced transparency and accountability for facilities services delivery
- Faster service delivery
- Track and measure performance and resource utilization through dashboards and reporting capabilities
- Reduced operational cost through automation

Professional Services Bundle: Facilities Management Automation

The deliverables in this bundle are all provided leveraging out of the box capabilities in version 9 of vFire.

Service Deliverables	Cost
Customer Portal for Facilities - new portal or amended existing portal with facilities service catalogue requests	Please consult your Account Manager for pricing details
3 Pre-defined service catalogue entries and linked knowledge based articles	
Personalization (tweaking) of the 3 service forms	
Configuration of Automation rules for service requests.	
Enablement of mobile device application for the field team.	
Configuration of a facilities managers dashboard	
Configuration of a facilities workload dashboard	
Scheduled facilities management KPI report	
Walk through of the Configured Facilities system	

For further details on this or the full suite of our ESM service packages or how to place an order, please contact your Alemba Account Manager.

