

5 Things
you can do
with vFire



ONE

Automate Everything!

vFire 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.

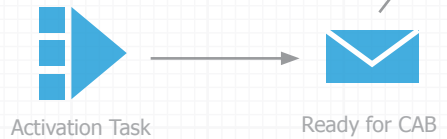
Do you have someone new joining? No problem. Just request “new joiner” from the catalog. Fill in some details and watch as vFire automatically creates AD accounts and email addresses.



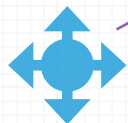
Request Start Task

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

David McKinney, Lida Solutions



Rejected



Conditional
Branching Task

Technical Review

“Barnardo’s used vFire 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

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?

vFire's award-winning AI Ops functionality automates the identification of underlying problems.

With vFire, 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



THREE

Go way beyond IT



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

vFire 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 vFire system to incorporate their HR Service Desk.

“Within the first month of implementing vFire Cloud, we quadrupled the number of calls logged. The product is fantastic [and] the best thing about working with Alemba is the people... The Alemba team is very flexible and they take the time to understand what we really need from the service.”

Vanessa Exton, 3BM

FOUR

Lift and shift to the Cloud (without the commitment)

We know, commitment can be scary. With Alemba, deciding between a hosted and on-premise solution needn't be a till-death-do-us-part deal.

Our flexible vFire deployment model means that you will never be locked into a single platform. Not happy with your current set-up? No problem. You can choose to move between the Alemba Cloud platform, third-party Cloud platforms, and on-premise platforms - with your data and system configurations intact, of course.

Alemba makes it easy to enter and, just as importantly, exit the Cloud.

FIVE

NANO

FAST, LIGHT, FRESH

Meet Nano, Alemba's new, no-plugin interface that's designed for the rest of us. Nano is all about User Experience and getting the job done easily. Everything from its looks to ergonomics has been obsessively designed to deliver a slick, effortless experience empowering first-time and occasional users.

NO TRICKY NAVIGATION

All the action happens on a single screen.

CONTEXT-RELEVANT INFORMATION THROUGHOUT

Nano's pop-out info panels only display information appropriate to the task at hand.

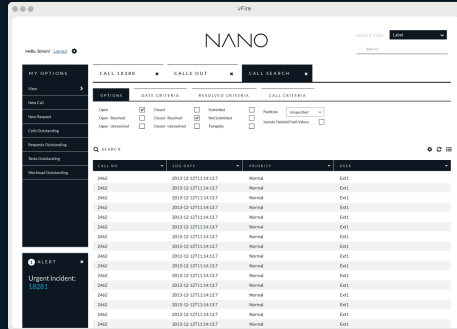
LOOKUP-AS-YOU-TYPE

All input fields have smart incremental search functionality built-in.

ENJOY THE SIMPLE BARE NECESSITIES

Actions are cut back to the essentials. Most screens just have a Save and a Cancel button.

Nano is built 100% on a HTML platform. No plug-ins of any kind are required and it can be run on any browser.



NANO. ARRIVE. DO. LEAVE

See more and request a demo
alemba.com/vfire



ENTERPRISE
SOLUTION PROVIDER