

SERVICE
FULFILMENT

Sailing towards a brighter future

“Service Fulfilment was developed in collaboration with a large construction, development and service group in the UK.”

Protirus Service Fulfilment combines Symantec’s Asset Management Suite and Workflow with a toolset that enables the administrator to configure rather than develop your service fulfilment process.

Features

- Financial forecasting, business re-charge tool
- Workflow configuration tool
- Enterprise asset management tool
- Granular and roll up SLA tracking
- Full integration with Service Desk

Configurable out of the box processes include:

- Starters and leavers process
- Self service request portal including:
 - Automated software delivery
 - Software license purchasing
 - Service catalogue requests
 - Lost and stolen
 - Equipment requests
 - Access control request
 - Recycling of hardware and software requests
- Full asset lifecycle process

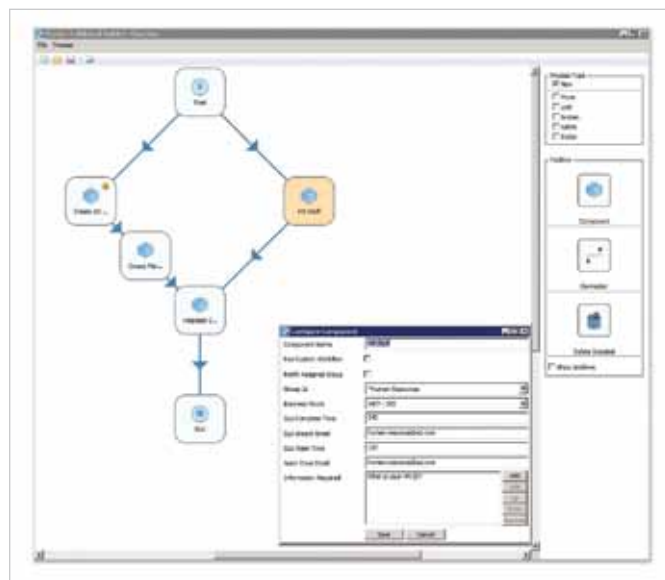
Founded out of the requirement to manage the following type of questions in an easy to use solution:

- How do I manage my starters and leavers process?
- How do I manage Service Fulfilment within the Service Desk?
- How do I link these with my Service Catalogue and make the whole solution self-serving?
- How does this fit into my asset lifecycle process?
- How does this fit in with my provisioning process?
- How do I recharge the business for IT services?
- I’m a service provider – how do I charge my customers for these services?

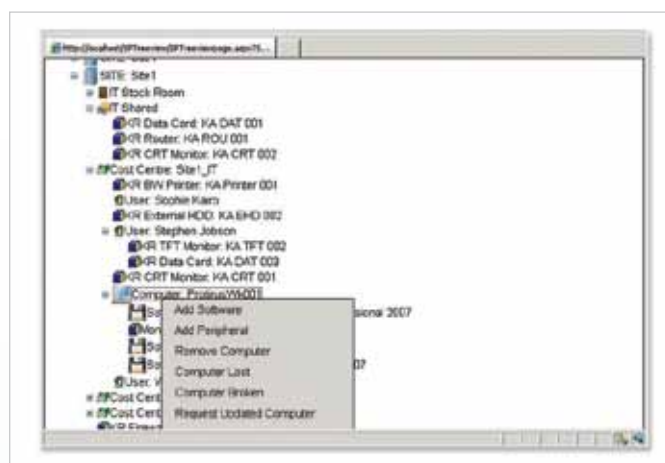
Using the Symantec Management Platform and Symantec Workflow our Workflow Delivery Team have been able to join these up with a continuously growing library of custom processes and dedicated Workflows.

Service Fulfilment gives the user the ability to:

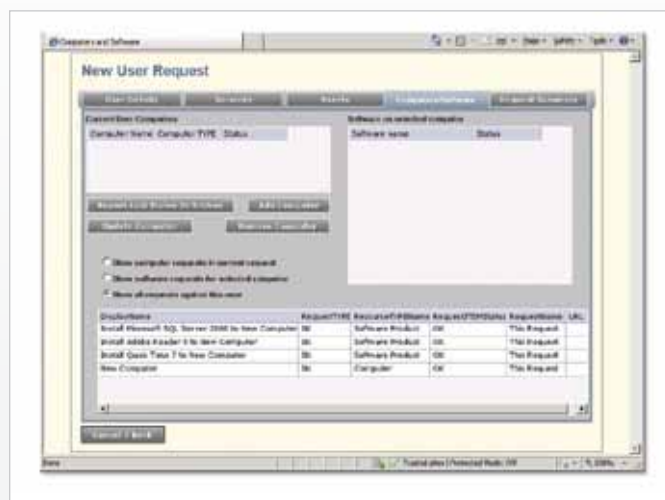
- Leverage all of the power of the Symantec Management Platform
- Underpinned by CMDB and Workflow
- No need to learn Workflow – processes configured rather than customised
- Ability for the advanced user to break out of configured processes with extended custom automations



Above: Workflow LITE



Above: Asset Tree View



Above: New User Request