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SERVICE MANAGER

From I want to I have. Now.

ALEMBA SERVICE MANAGER PRODUCT OVERVIEW

CIO APPLICATIONS — TOP 25 WORKFLOW SOLUTION PROVIDERS-2017

PinkVERIFY™ ITIL® 4 — 9 Practices

PinkVERIFY™ 2011 — 13 PROCESSES
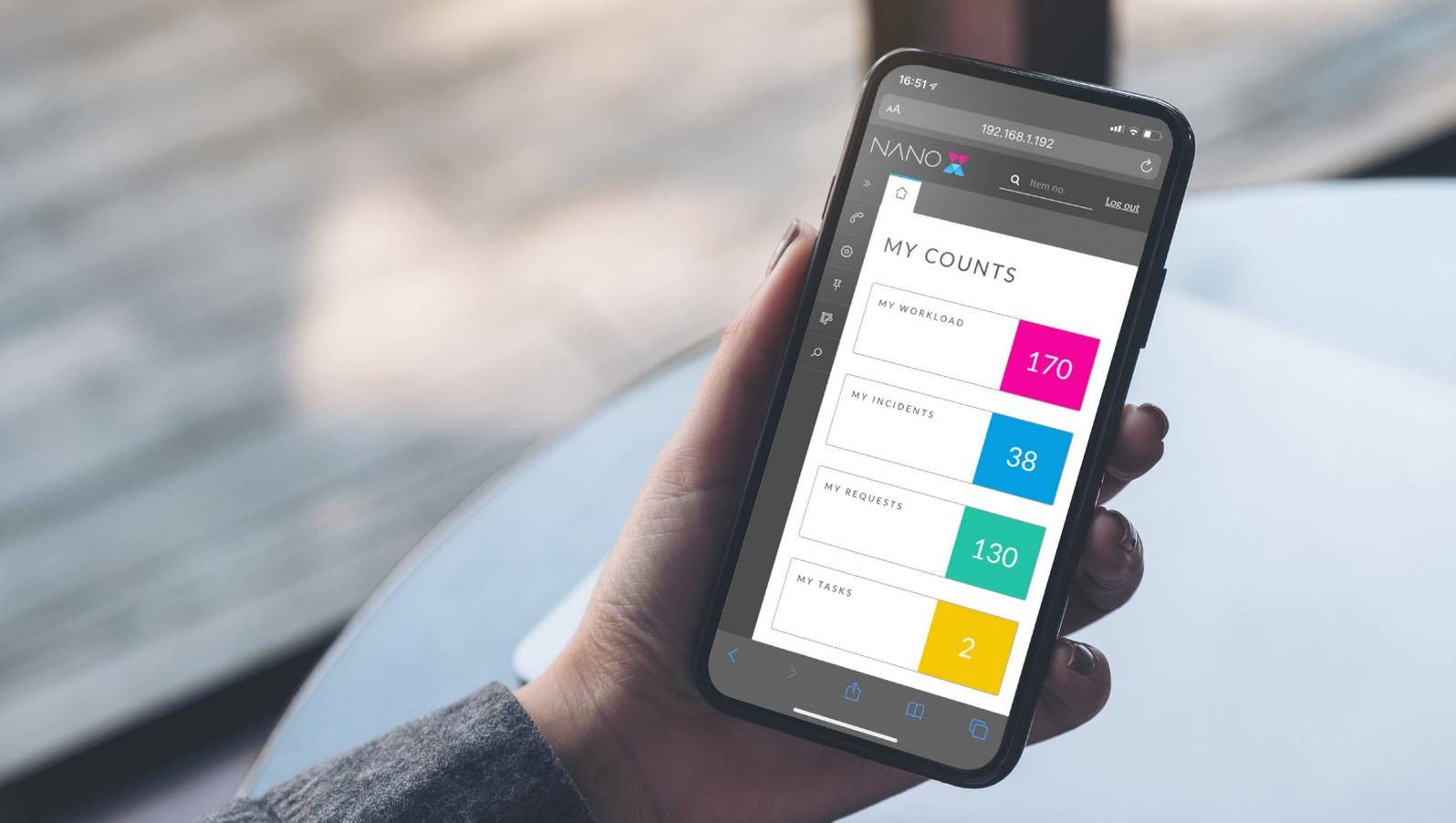
Alemba Service Manager is a highly functional, 100% ITIL-compliant IT Service Management tool with a specific focus on request fulfilment. Backed by 25 years of heritage, Alemba Service Manager enables users to respond quickly to business demands by dramatically reducing time to request fulfilment through automated workflowed integration.

Alemba Service Manager combines a number of leading-edge components: a completely license-free self-service interface, a powerful workflow engine, a dynamic forms designer, a flexible integration, and an intuitive and versatile UX for analysts to manage their tasks. Together, these features deliver the ability to implement 100% start-to-finish automation straight out of the box.

The latest Alemba Service Manager release features a newly redesigned UI and the Alemba team is constantly working behind the scenes to ensure that the tool stays on the forefront of technological advances.

Use Cases

Alemba Service Manager offers true Enterprise Service Management and can be deployed across a wide variety of service delivery departments, including:

- IT
- HR
- Facilities Management
- Citizen Relationship Management
- Procurement
- Case Management
- Estate Management

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Features

Graphical Form Designer

Alemba Service Manager's dynamic Forms Designer feature allows you to build forms and screens to your exact business requirements.

Self-service Portal

Alemba Service Manager enables end users to log calls and requests and place orders via an easy-to-use, fully brandable self-service portal. At no additional cost!

Federated CMDB

Keep track of your services and assets and the relationships between them. Simulate outages, dependencies and find causes to potential issues.

Reporting / Analytics

Personal reports and dashboards for visualization – this allows managers to understand the workload, volume of requests and resource utilization.

Graphical Workflow

Automate all your business processes with a simple drag-and-drop workflow builder.

System Orchestration

The advanced Alemba Service Manager integration platform allows easy out-of-the-box connection to a wide variety of platforms.

Alemba Service Manager was awarded an honourable mention in Gartner's Magic Quadrant for ITSM, October 2020

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Cutting Edge Looks

Alemba Service Manager offers a fully redesigned, intuitive user interface that can be accessed by any web browser.

Multiple UIs for Different Users

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.

Integration Platform

Integrate to third-party systems using Alemba's vast library of pre-built connectors.

Fast Implementation

Deliver to tight deadlines with a pre-configured, best practice RapidStart database

Full Rest API

Webhook platform

Automated Knowledge Matching

Allow analysts and end users to get the right information at the right time with an integrated knowledge base and suggested knowledge functionality.

Multi-Language Platform

Alemba Service Manager now supports full translation of the self-service portal into any language. The new multi-lingual feature is perfect for global service desk teams who need to support customers in multiple languages.
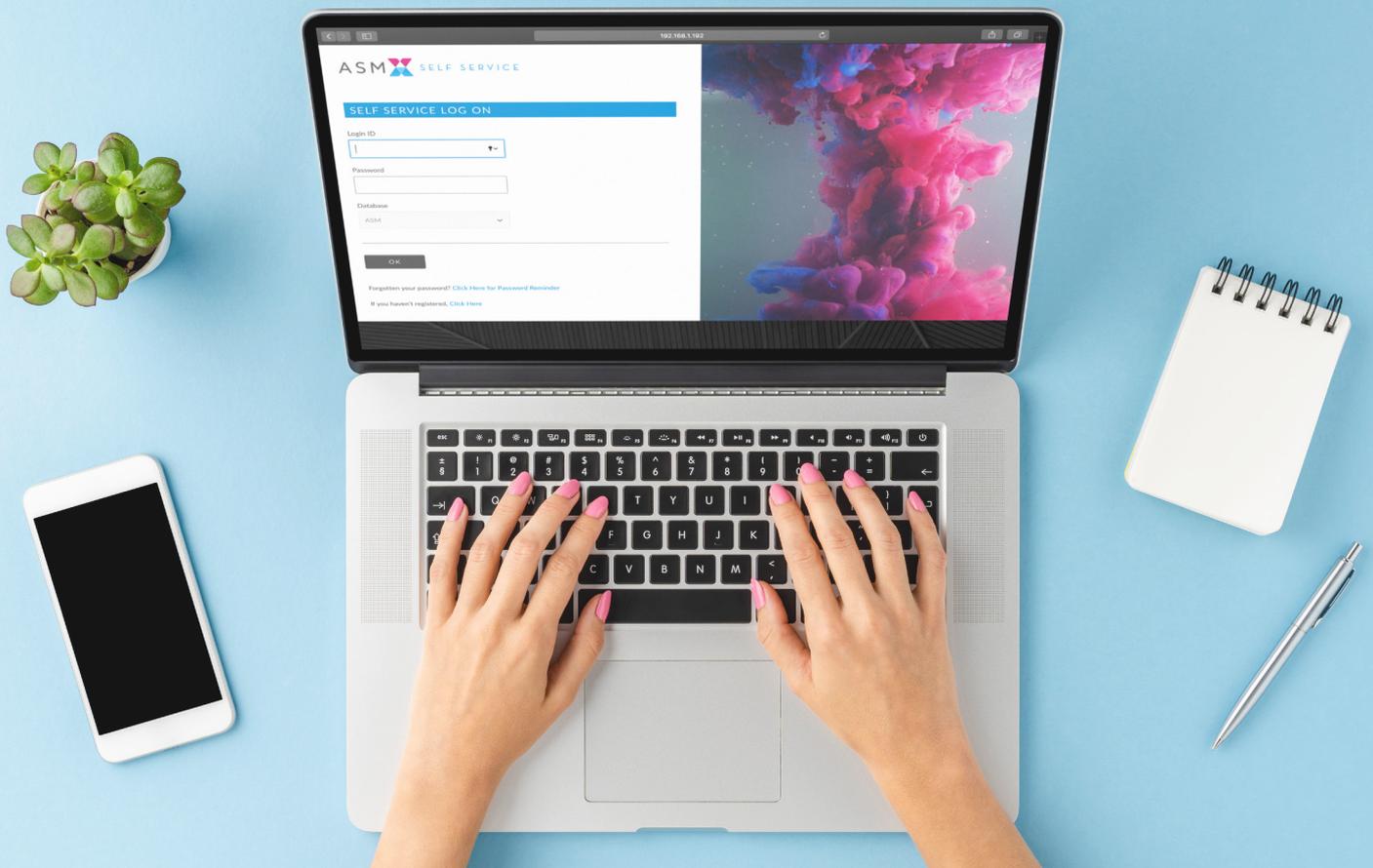
IT Service Management

Request Management

Keep pace with business demands through rapid service request fulfilment.

Self Service Portal

Enable end users to log calls and requests and place orders via an easy-to-use, fully brandable self-service portal. At no additional cost!

Workflow Management

Automate all your business processes with a simple drag-and-drop workflow builder.

Incident Management

Ensure smooth business operations and improved productivity by managing the entire lifecycle of incidents.

Problem Management

Prevent problems, eliminate recurring incidents, and minimize the impact of incidents on your business.

Change Management

Automate normal, standard and emergency RFCs and CAB approvals and determine the impact of changes on your infrastructure.

Service Level Management

Built-in support for SLAs, OLAs and UCs ensures that your services are delivered to agreed targets.

Knowledge Management

Allow analysts and end users to get the right information at the right time with an integrated knowledge base and suggested knowledge functionality.

Chat

Allow users to chat to analysts in real-time via the self-service portal.

Resource Management

Manage and monitor your teams' current commitments, making the best use of analysts' skills, and getting the work done more efficiently.

CMDB Management

Keep track of your services and assets and the relationships between them. Simulate outages, dependencies and find causes to potential issues.
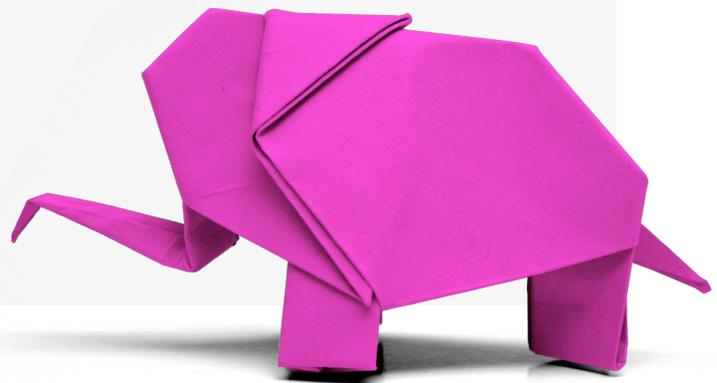
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Practices

100% ITIL aligned and supports the following business processes:

- Service Desk
- Event Management
- Service Catalogue Management
- Change Management
- Service Level Management
- Strategy Generation
- Financial Management
- Incident Management
- Problem Management
- Availability Management
- IT Ops Management
- Release & Deployment Management
- Project Portfolio Management
- Known Error
- Governance & Compliance
- IT Service Continuity Management
- Service Validation & Testing
- Capacity Management
- Knowledge Management
- Service Portfolio Management
- Supplier & Contract Management

Find out more at alemba.com

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