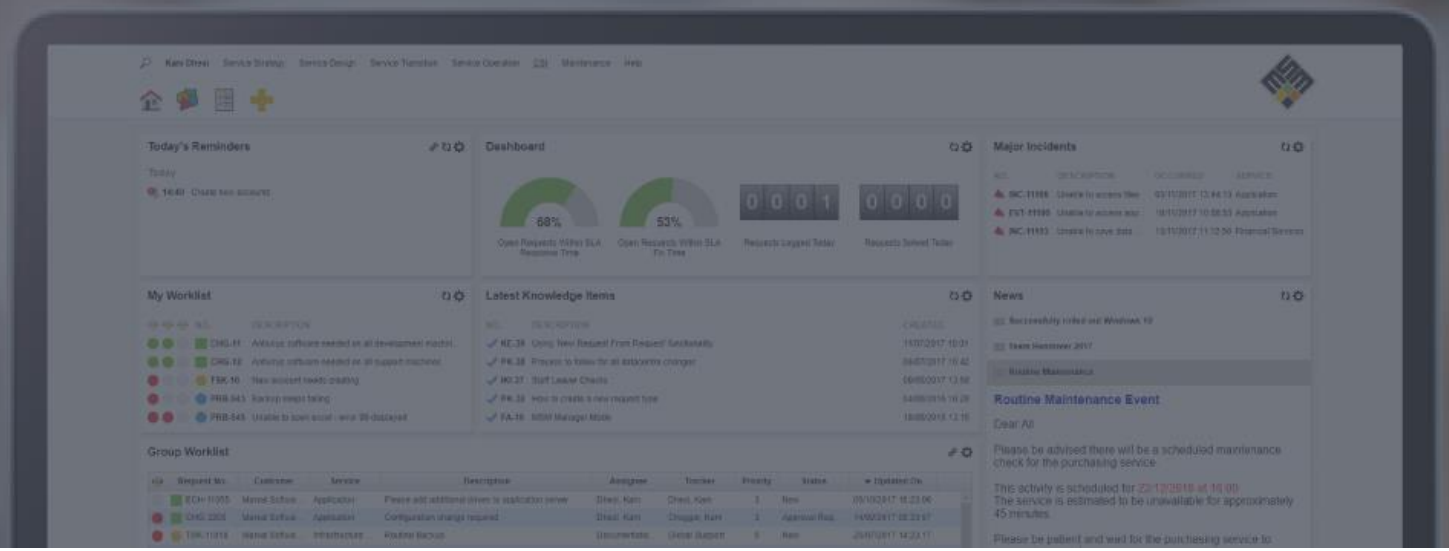



# An Introduction to Marval and MSM System

Donatas Lučinskas
Senior Sales Manager/ Marval Baltic PLC

# About Marval

- ✓ Marval Software Limited, UK Company operates in area of IT Service Management more than 30 years,
- ✓ Marval is part of worldwide company – Eli Global
- ✓ Worldwide partners network :
  - ✓ Canada &USA
  - ✓ Australia NZ
  - ✓ Middle East & Africa
  - ✓ Nordics
  - ✓ Benelux
  - ✓ The Baltic
- ✓ Proven experience in delivering successful ITSM solutions across the globe- Public and Private sector across many verticals

# Marval ITSM industry contribution

1. **Co-author** of **ITIL**
2. **Co-author** of **ISO/IEC 20000 (formerly BS15000-1,** BSI standard for ITSM)
3. **Co-author** of the worlds **1st MSc** in IT Service Management
4. **Co-author** of the SDI Best Practice Guidance
5. Dr. Don Page awarded "**ITSM life-time achievement contribution"** by the ITSMF

# ITSM accreditations

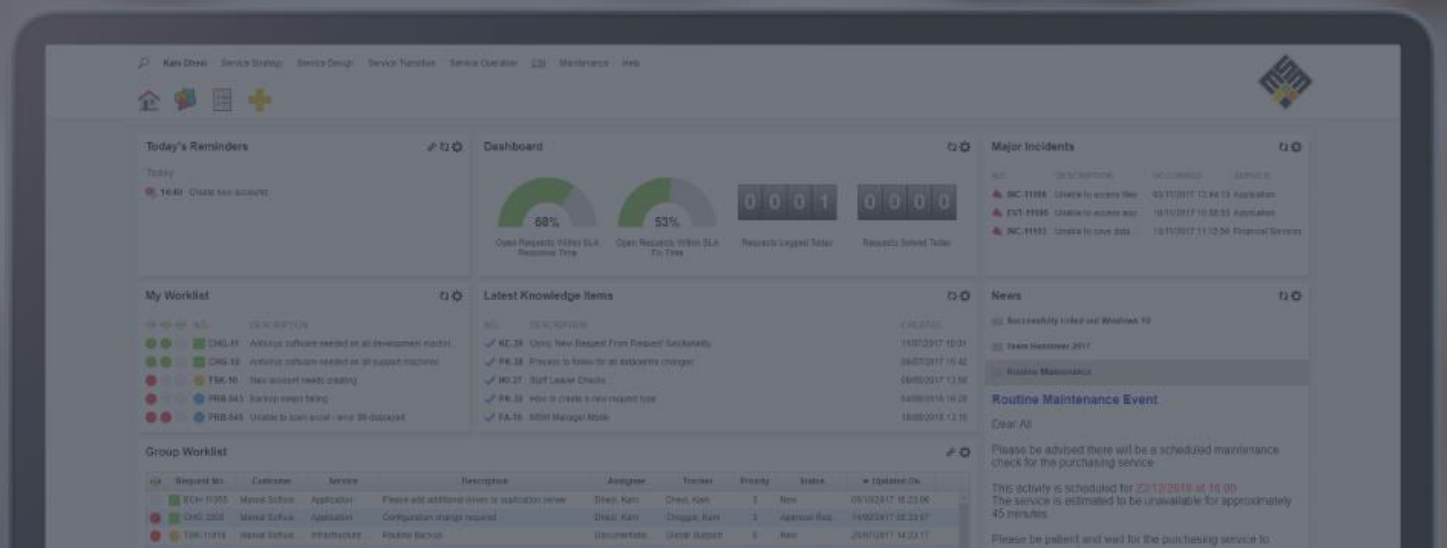
- ✓ ITIL Gold Endorsed – official  AXELOS ITIL Software tool endorsement
- ✓ PinkVERIFY™ – international ITIL software certified for 16 ITIL processes
- ✓ SDI reporting certification

- ✓ ISO/IEC 20000 certified
- ✓ ISO 27001 certified

# What do Marval provide?

- ✓ An integrated IT Service Management software solution – **Marval MSM**
- ✓ ITSM consultancy and process Implementation
- ✓ Trainings
- ✓ Customer support & maintenance

# Extensive experience across sectors




# Marval MSM System Overview

# A Flexible ITSM Platform

## Licensing Model

- ✓ **Named**, **Concurrent** or **Mixed** licensing
- ✓ **Perpetual** or **Rental**
- ✓ **Integrated**, not modular
- ✓ Self-Service portal users **unlimited**
- ✓ Contacts, OU, CI or Assets **unlimited**
- ✓ Integration utilities **included**

**Licenses:**

- ✓ **Perpetual**
- ✓ or **Subscription**

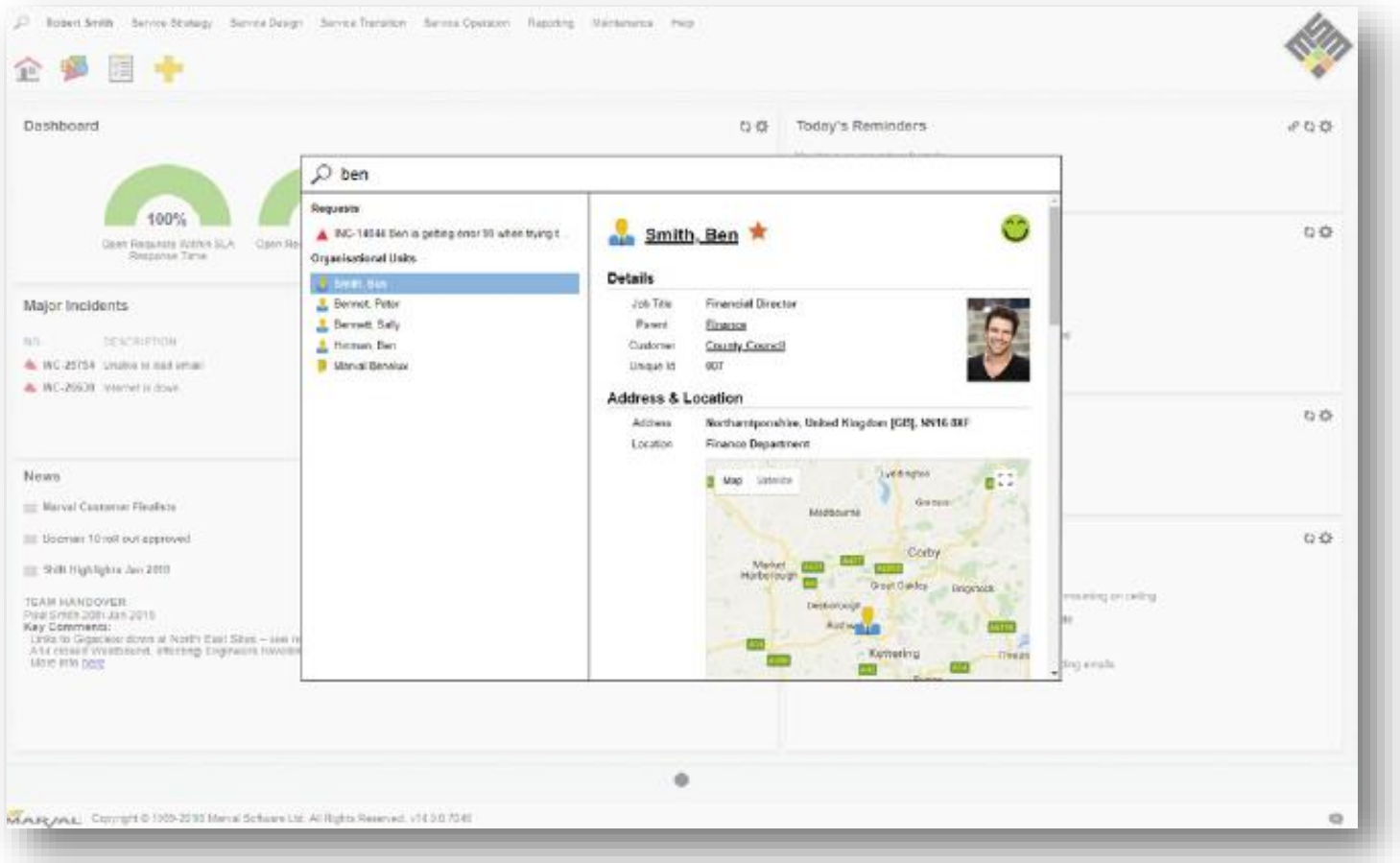
## Minimal Administration

- ✓ **Code-free –** no programming required
- ✓ **No installs** on desktop required
- ✓ **Fast** - easy to configure
- ✓ **Drag & drop** configuration
- ✓ **Configurations retained** through upgrades

**Implementation:**

- ✓**Cloud**
- ✓ or **On Premise**

# Marval MSM - certified for 16 ITIL processes




- Service Catalogue Management
- Service Portfolio Management
- Service Level Management
- Request Fulfilment Management
- Incident Management
- Problem Management
- Change Management
- Release & Deployment Management
- Asset Management
- Service Asset & Configuration Management
- Capacity management
- Availability Management
- IT Service Continuity Management
- Finance Management
- Event Management
- Knowledge Management

PinkVERIFY™ 2011 16 PROCESSES

# Exploiting your MSM investment in the future

MSM for HR

MSM for Shared Services

MSM for Fleet Management

MSM for Facilities Management

MSM for Transportation Services

# Technical overview

- 100% web based zero footprint client with no required downloads (compatible with Internet Explorer, Chrome and Firefox)
- Built on ASP.NET
- High-speed performance (using elastic, redis, denormalisation)
- Designed for high latency links (satellites etc.)
- High resilience architecture with full cluster support
- Comprehensive web services API for application/data interoperability
- LDAP connector (AD, eDirectory)
- Supporting both application authentication and single sign-on logon types like Windows, ADFS
- Multi-language support (including multibyte characters sets)
- Full time zone support (all times and escalations are managed in local time)
- Full reporting suite of ITSM standard reports
- Knowledge Management options using self-learning technology
- Customizable self-service portal
- Intelligent SNMP connector for integration with 3rd party systems event monitors
- Inbound and outbound email connectors (EWS, SMTP/POP3)

# Marval MSM Integrations

Marval MSM also provides a wide range of integration utilities and methods.

In addition to standard WEB Services, integration methods include

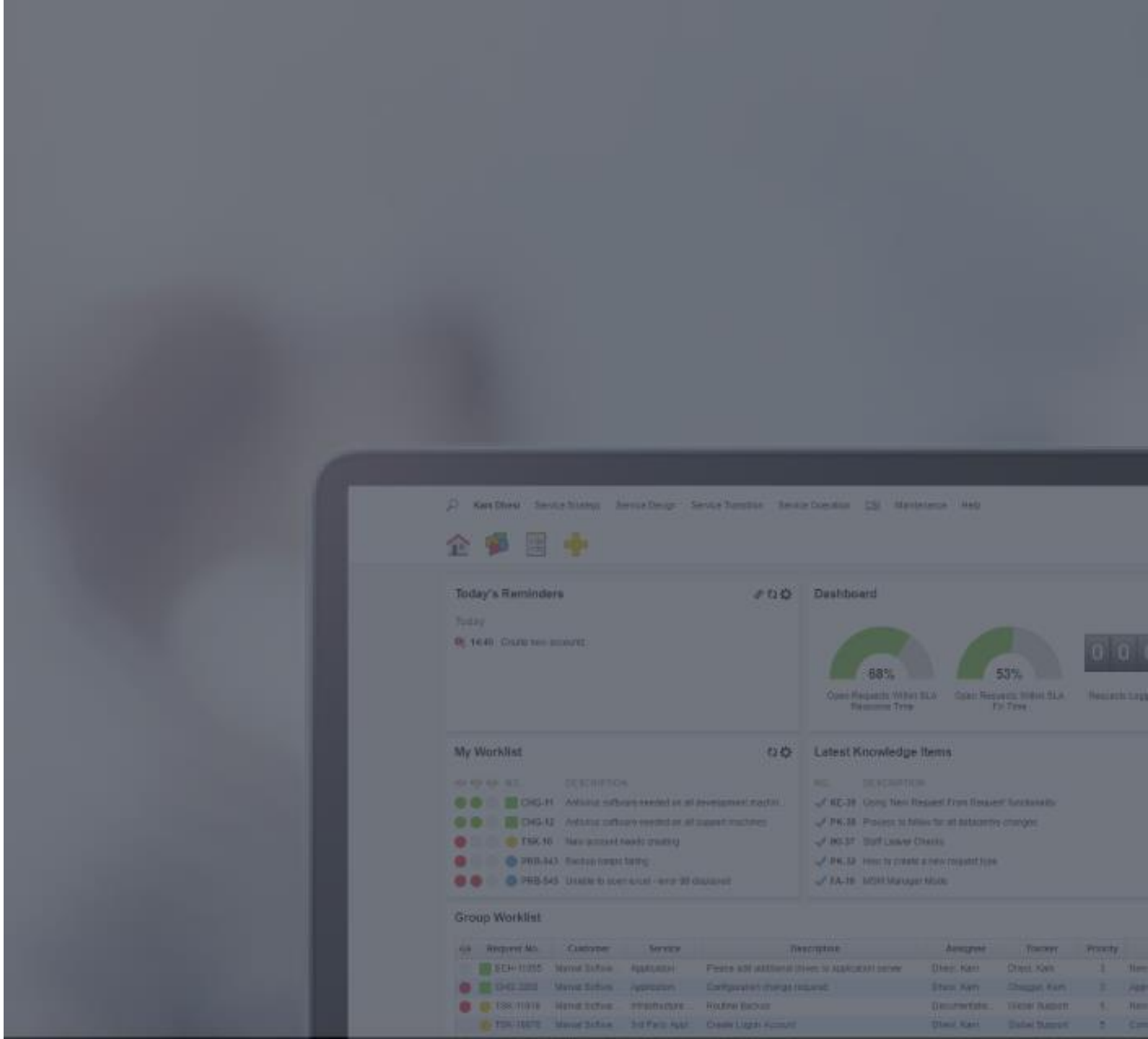
- ASP.NET SignalR
- Email business rules engine
- Command line utilities for data import, export and update
- SNMP trap handling for raising alerts
- ODBC data input for reporting

MSM provides user authentication and support for creating bespoke (or third-party) authentication, or using social media authentication providers such as Facebook, Twitter or JIRA.

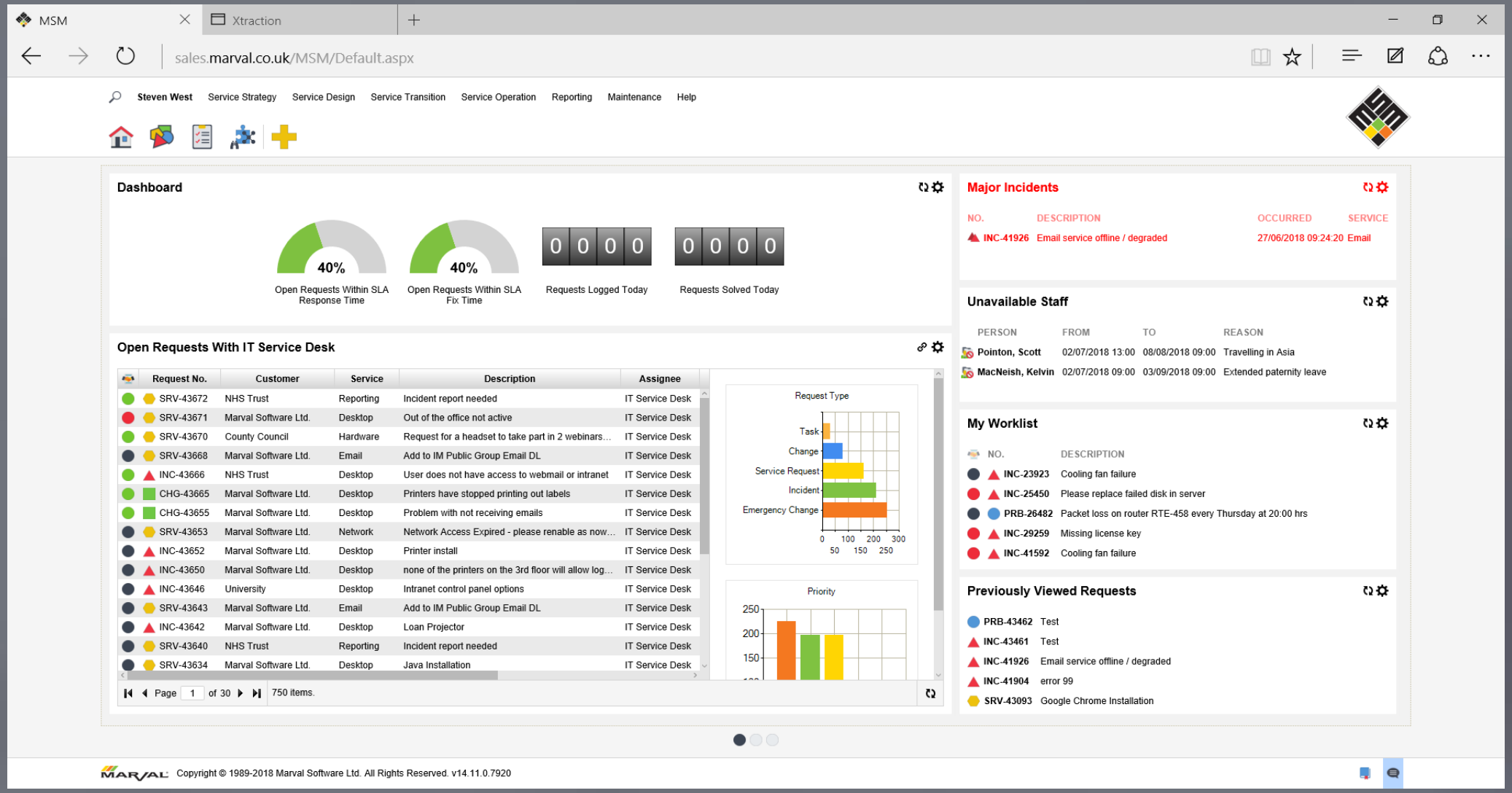
Currently supported authentication providers include Windows single sign-on, ADFS and LDAP.

- Write plugins (asp.net, Javascript) that can appear on, interact with and extend on almost any web page within MSM
- Create and add new features to your MSM environment giving you a more bespoke feel
- Allow customers to quickly build, change and integrate new features
- Allow others to learn and contribute to the MSM platform

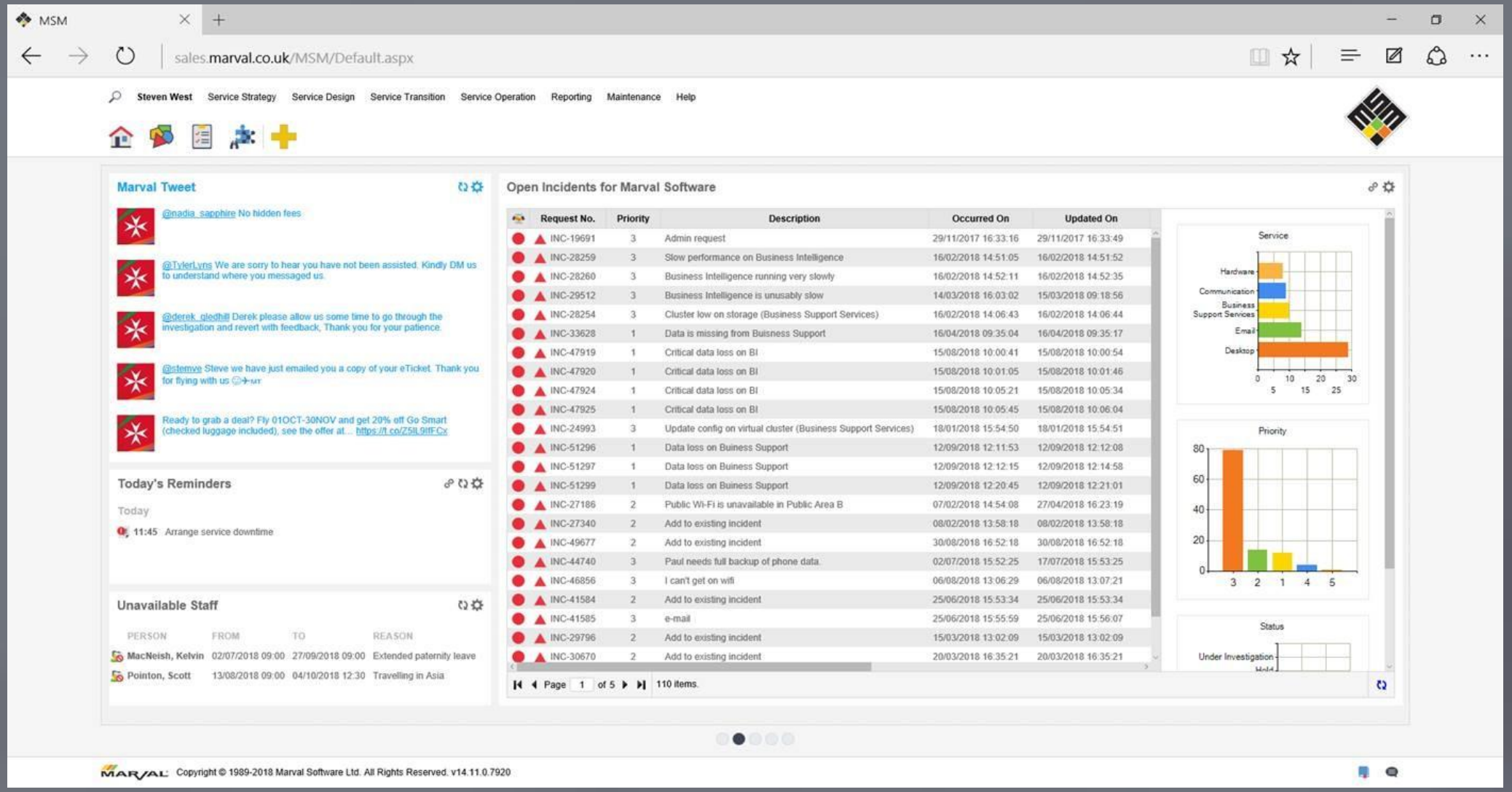
# Marval MSM Screenshots



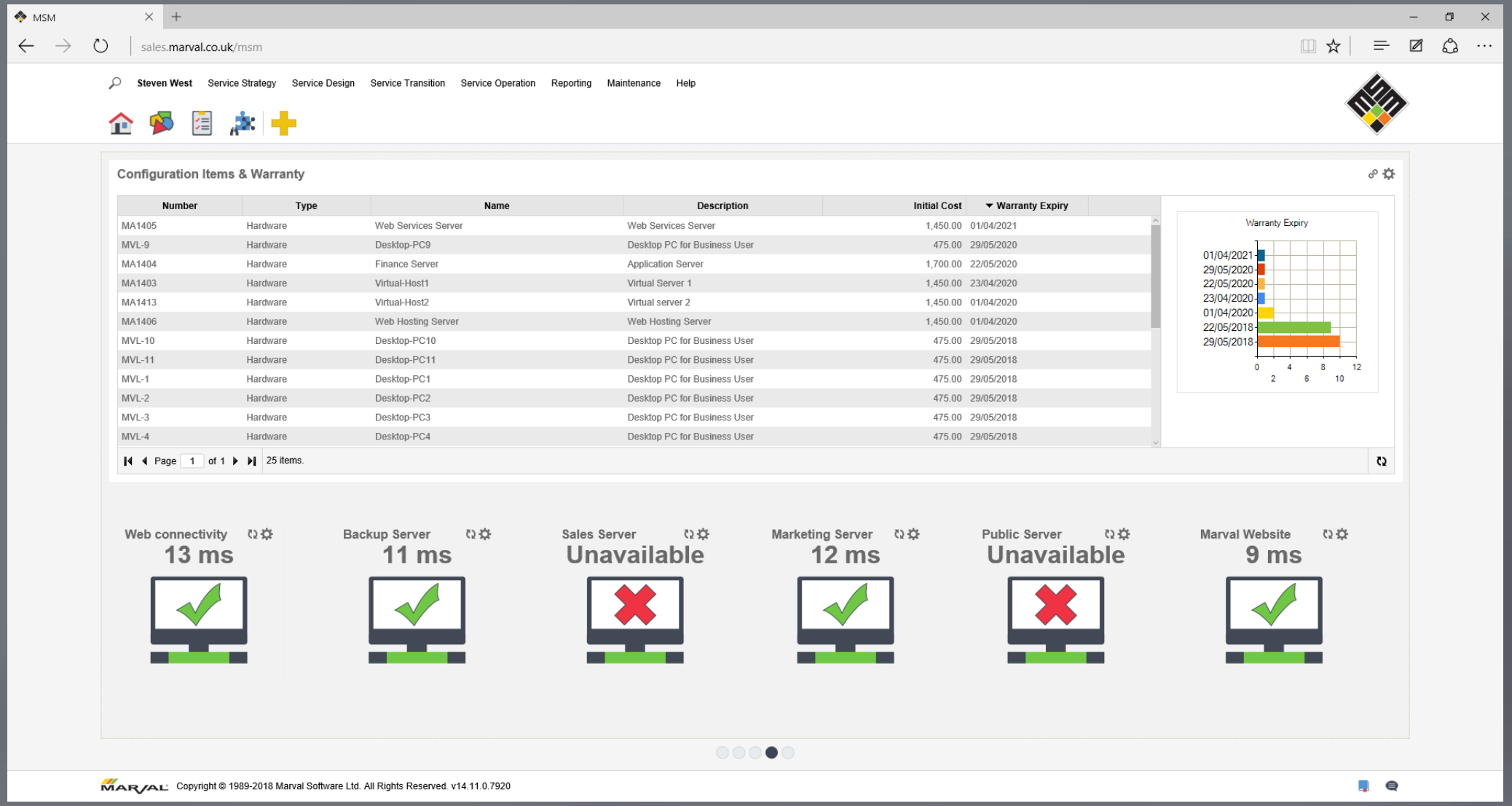
# Home-screen example 1 – Open Requests



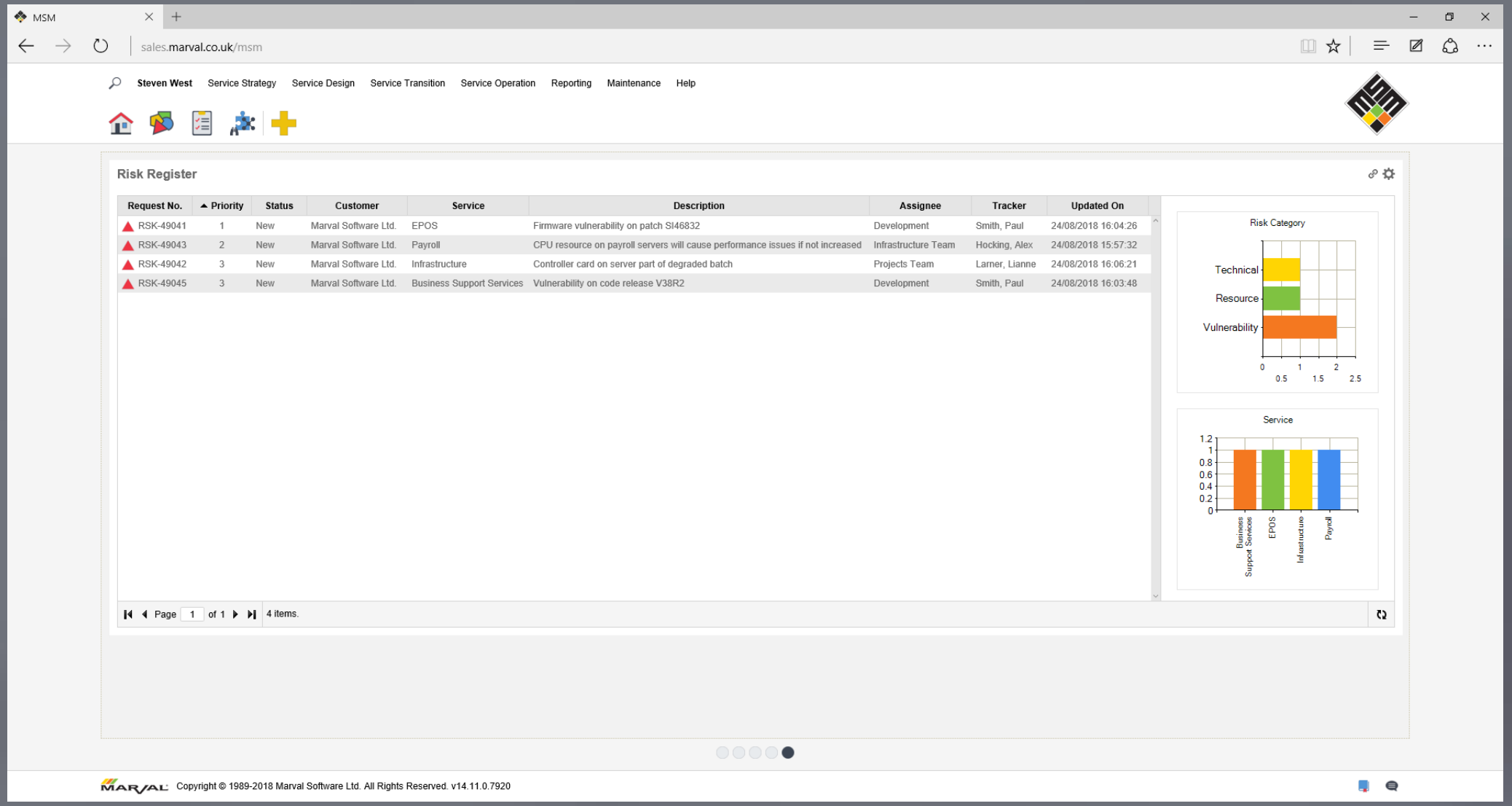
# Home-screen example 2 – Open Incidents



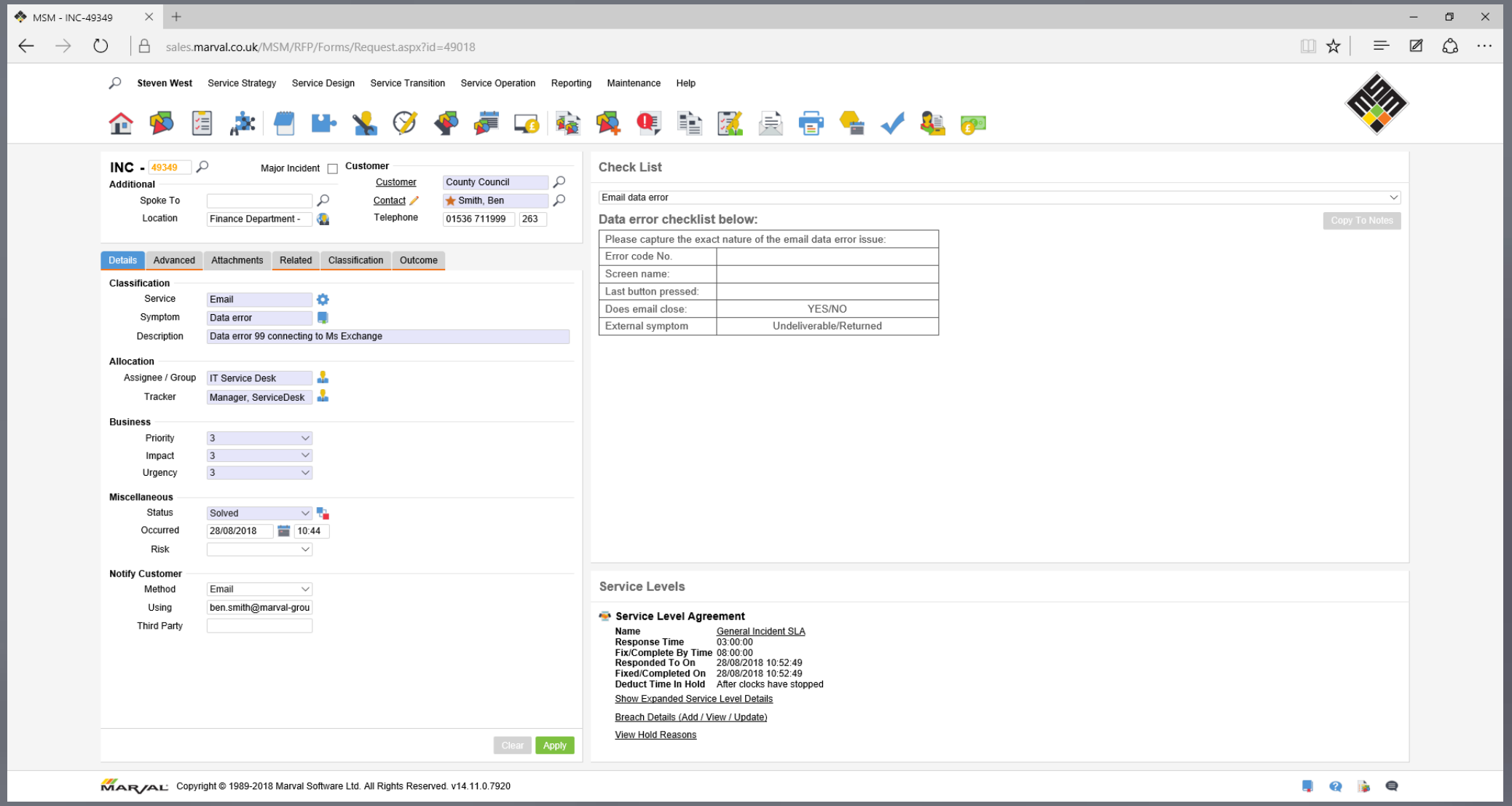
# Home-screen example 3 – CIs & Warranty



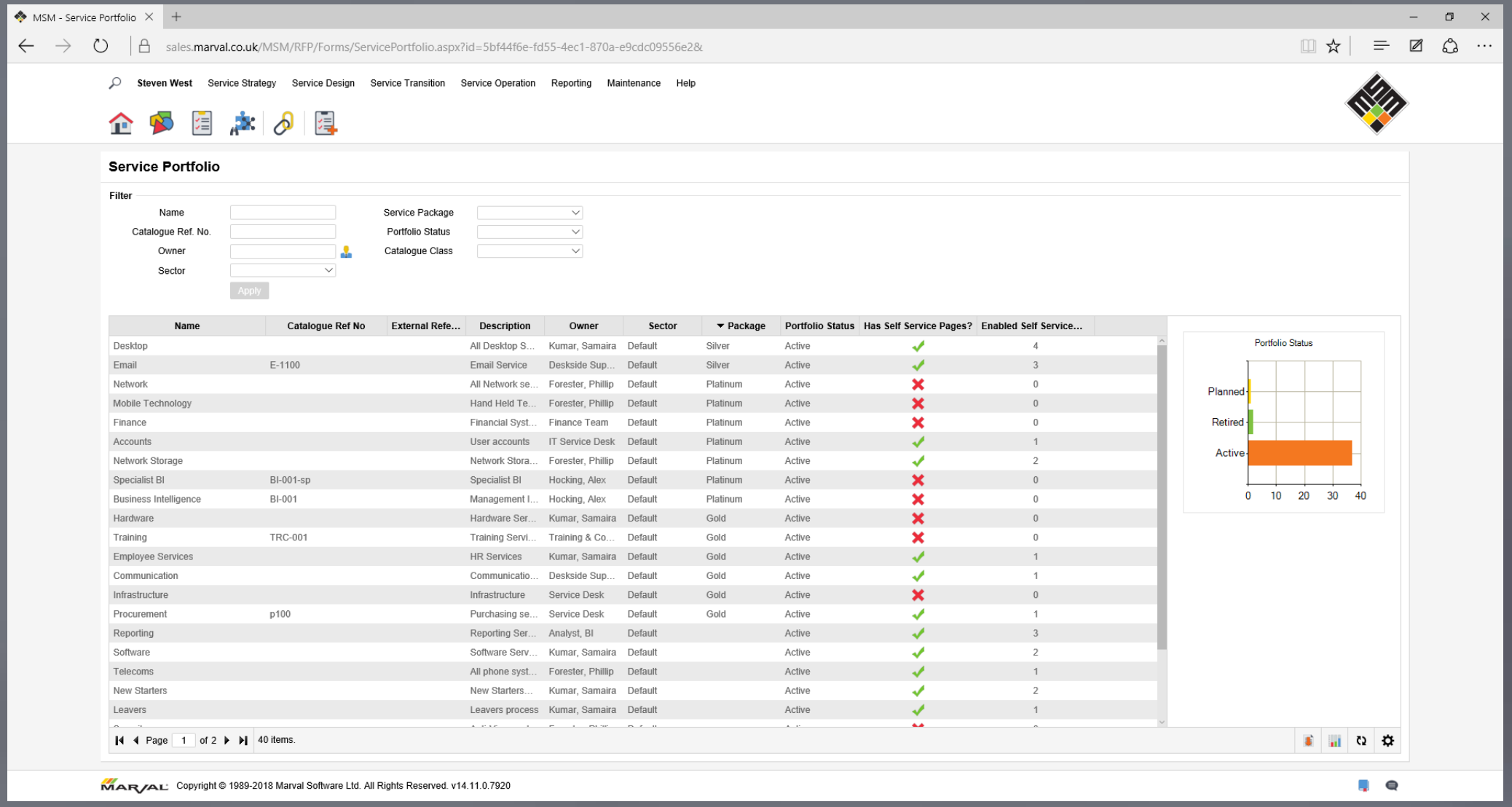
# Home-screen example 4 – Risk Register



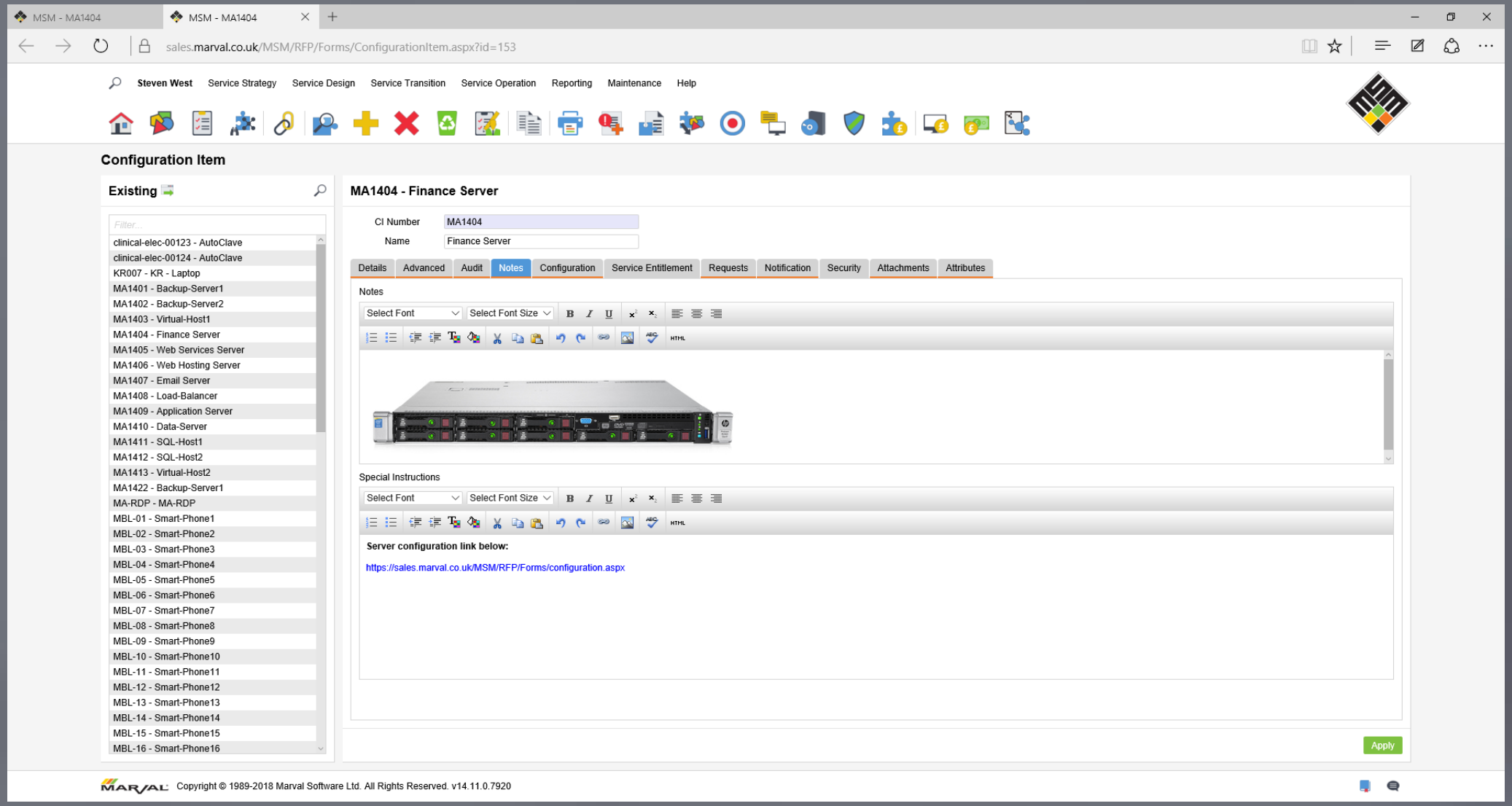
# Reporting Incidents



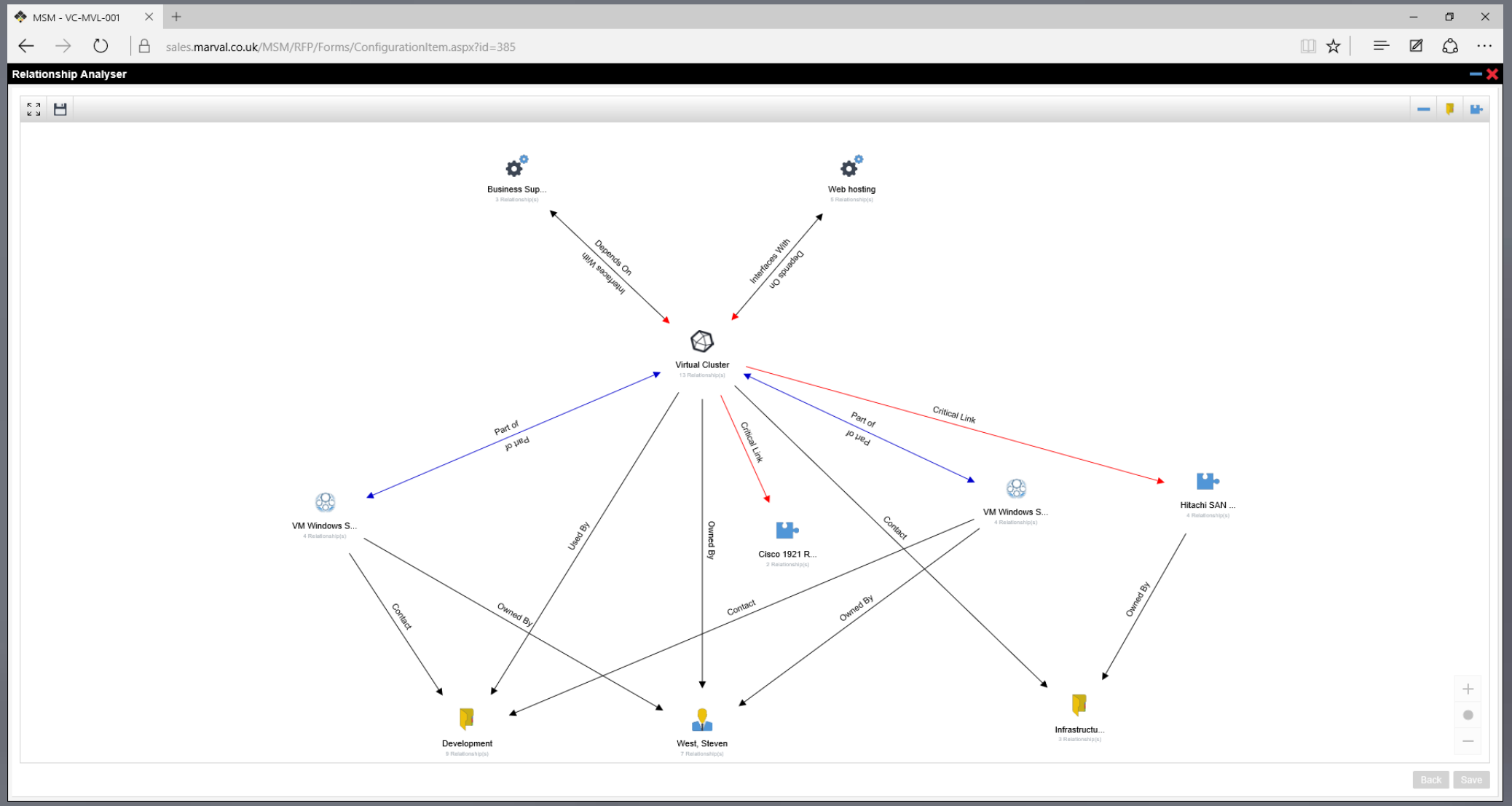
# Service Portfolio



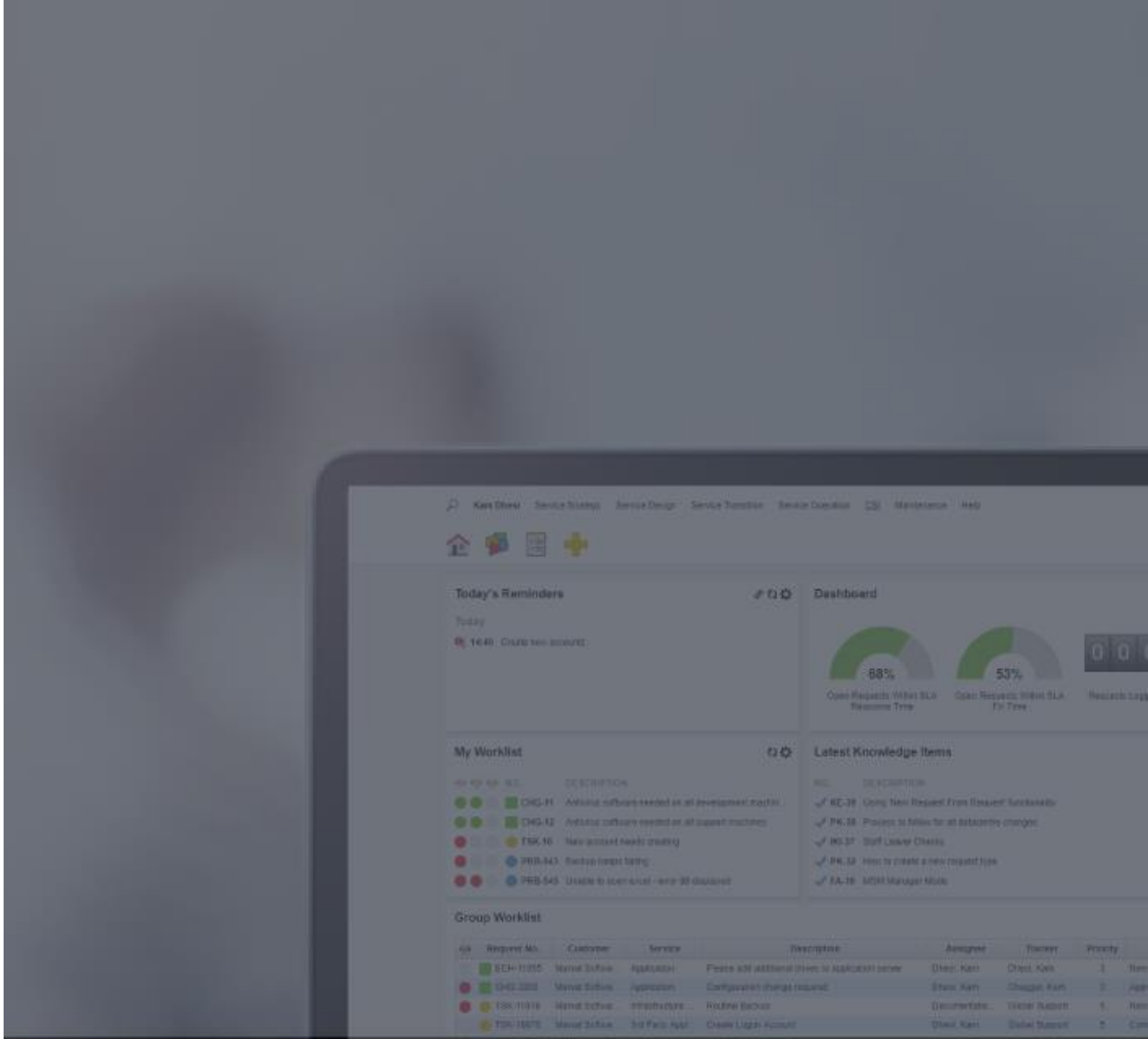
# Configuration Items



# Relationship Analyser



# Self-Service Portal



## Simplicity for the customer

- Your customers find what they want – easily.
- No IT jargon – pages written in a language which your customers can understand. Self-Service could be used by all customers irrespective of any specific IT experience.

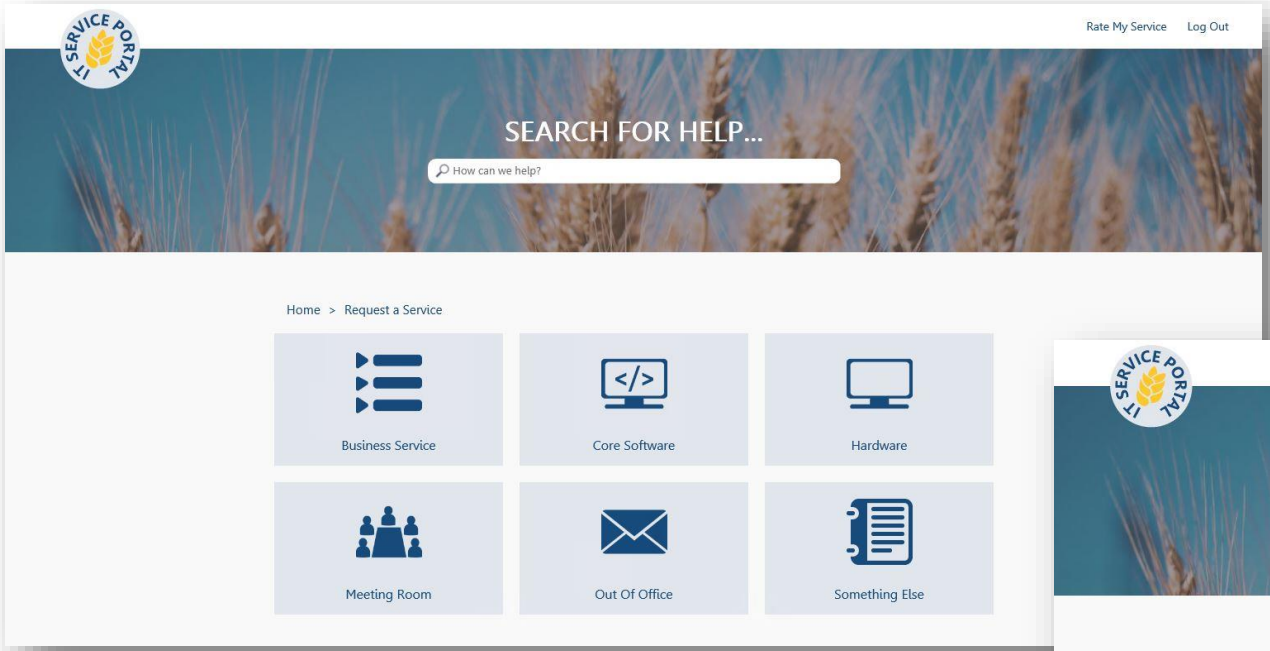
## Knowledge presentation

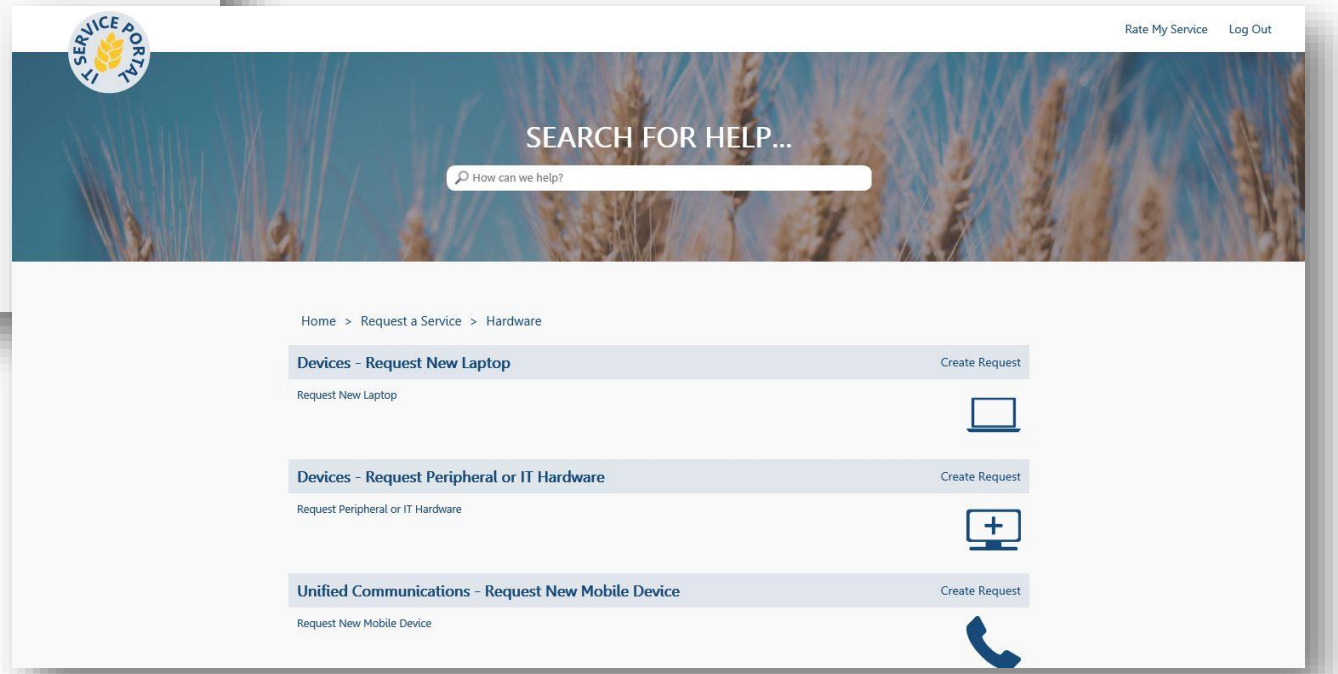
- Community verified knowledge. Latest, most used, most viewed, by feedback rating.
- Dynamically displayed knowledge whilst interacting with the pages – keep things relevant.

## Automation

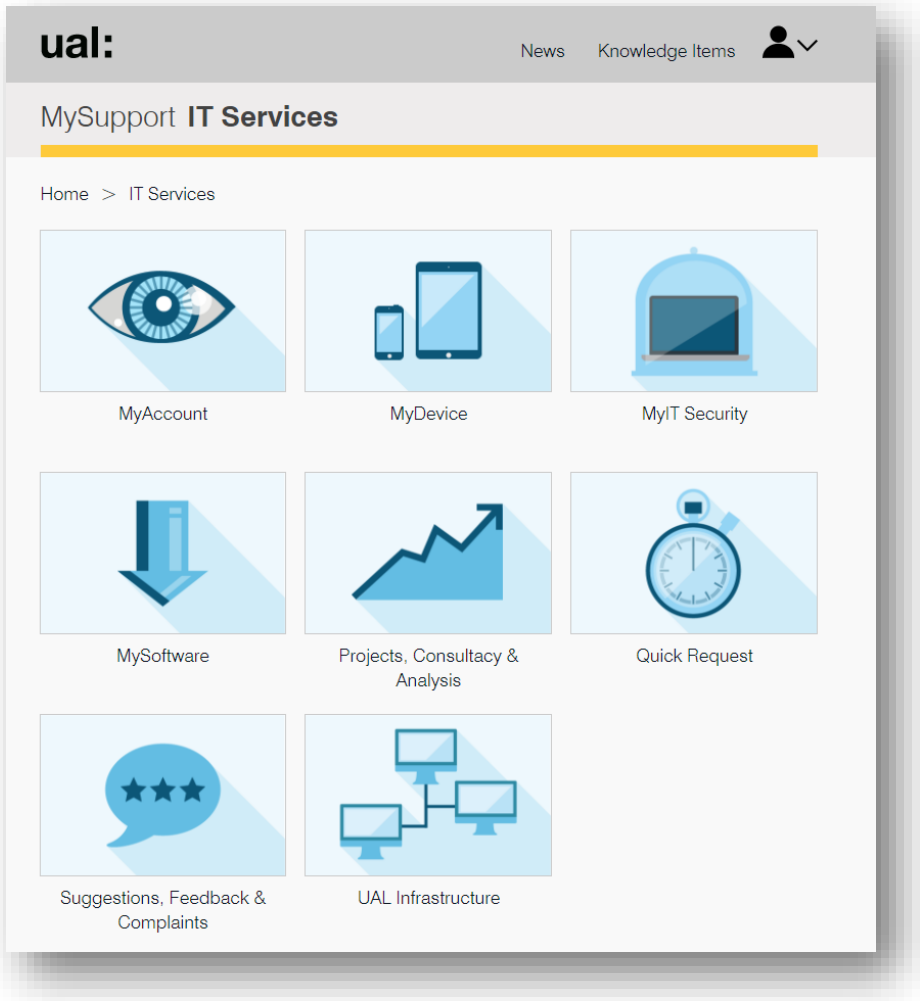
- Auto classification and routing of Requests (team, assignee, tracker).
- Sub request creation - parallel handling of tasks ensuring consistency and quality of the end-to-end process.
- Customer notifications – keeping your customers informed and updated.

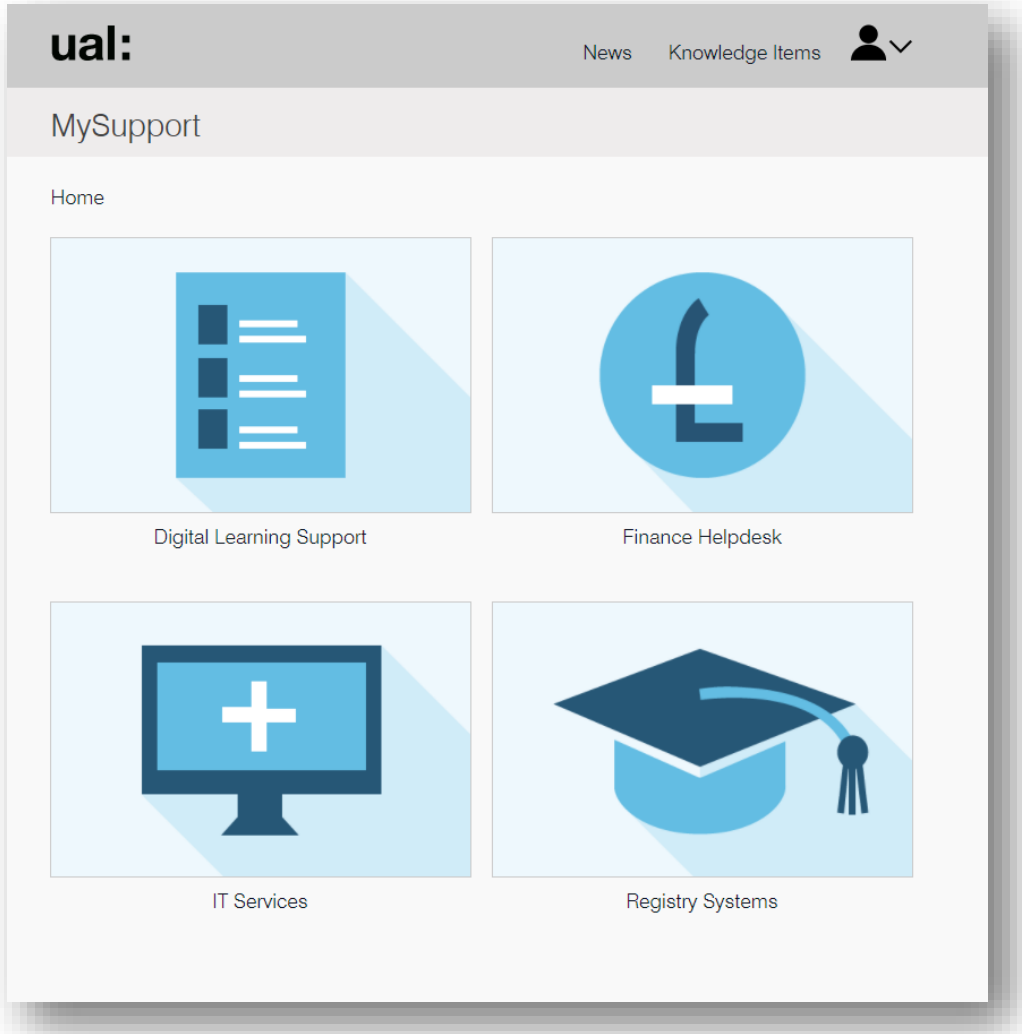
# Branding example

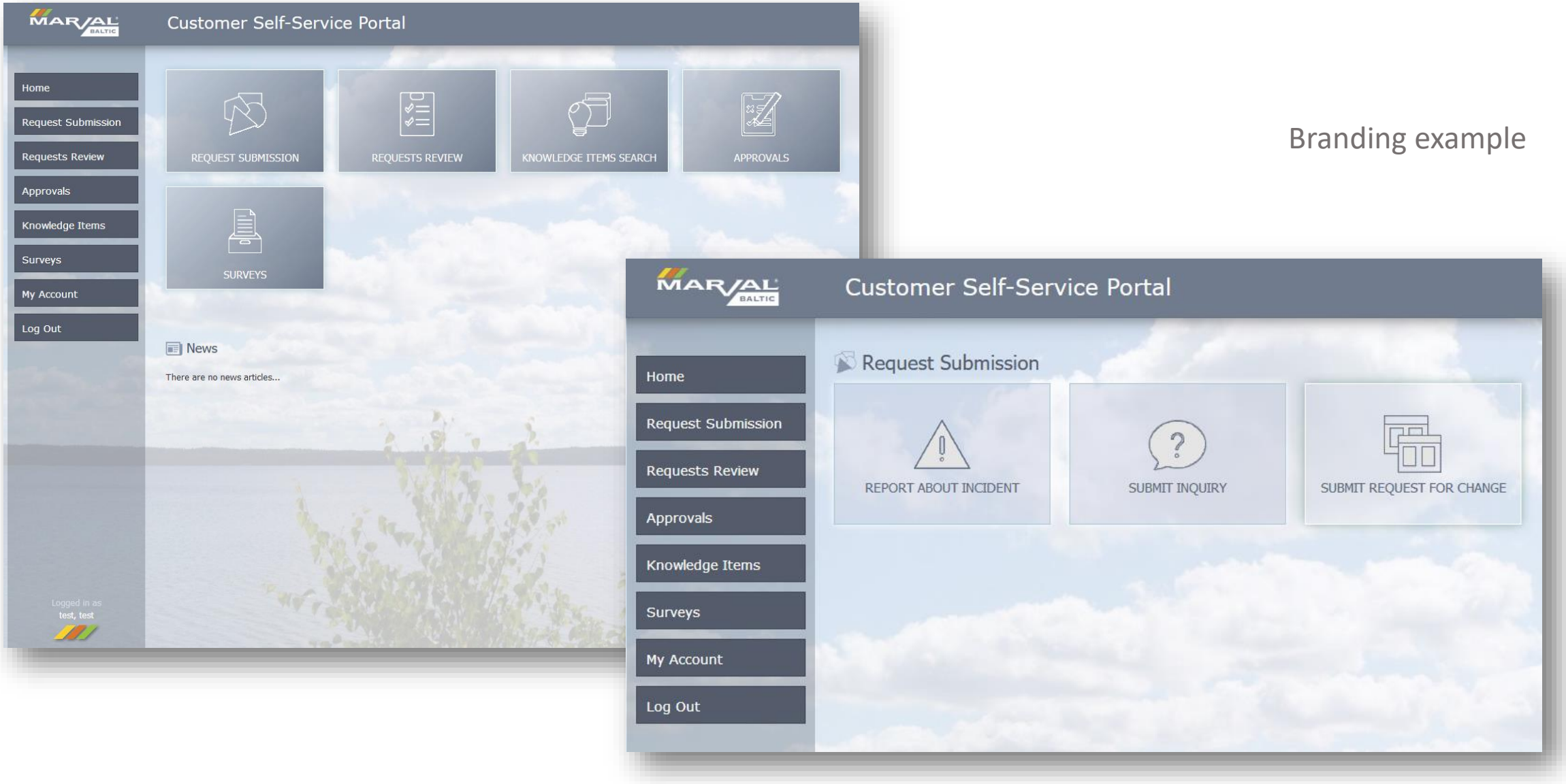


# Branding example

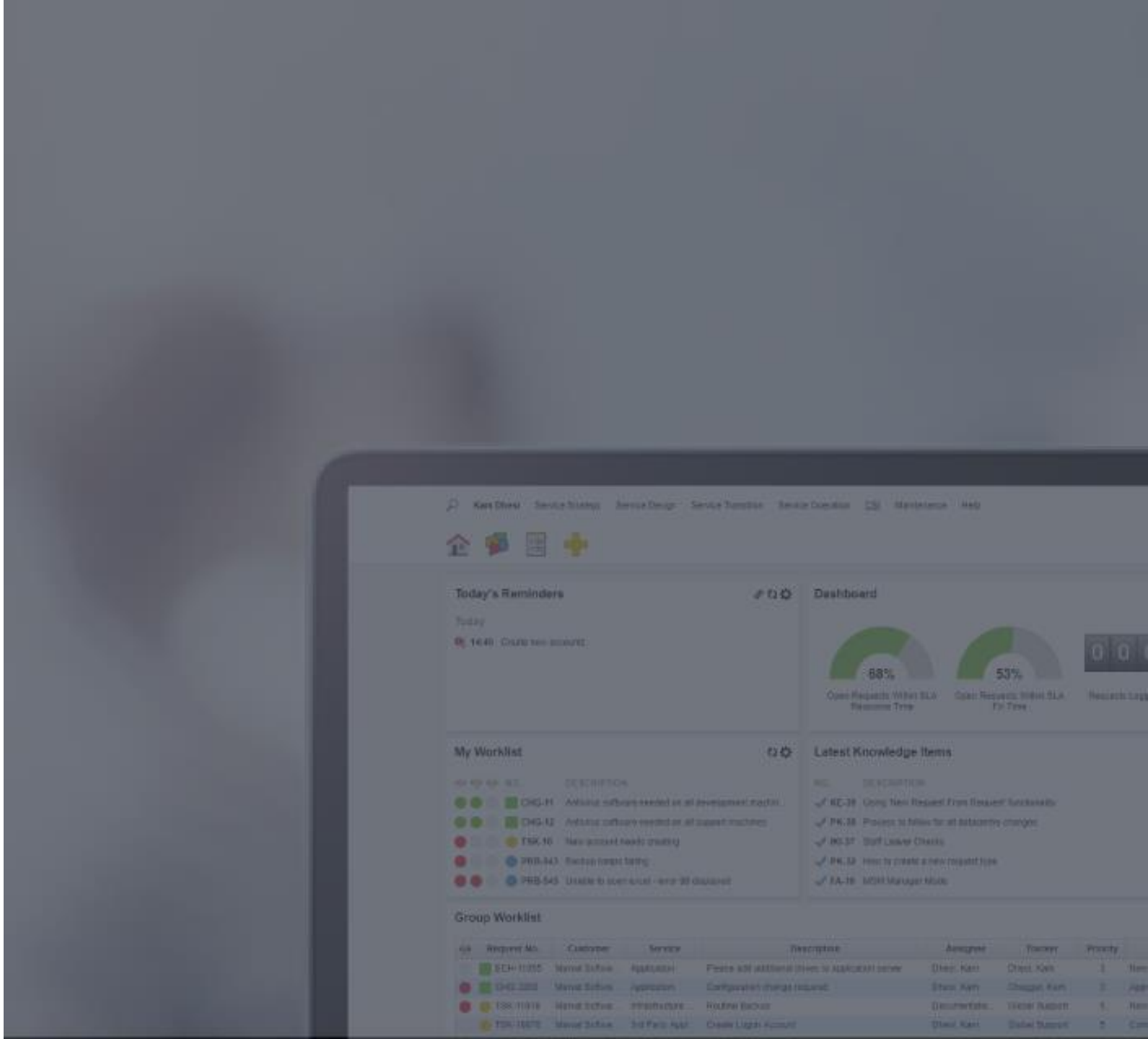




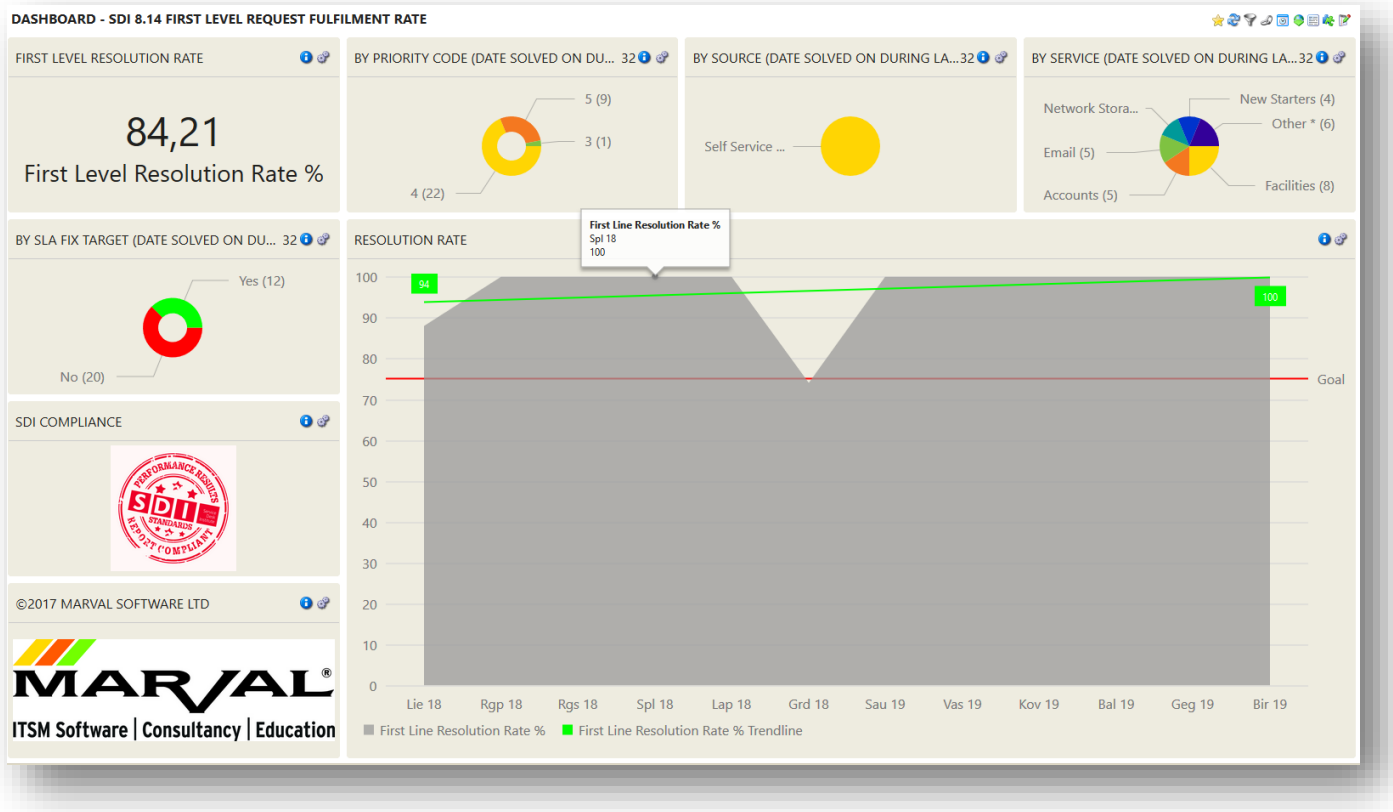

Branding example

# Reporting

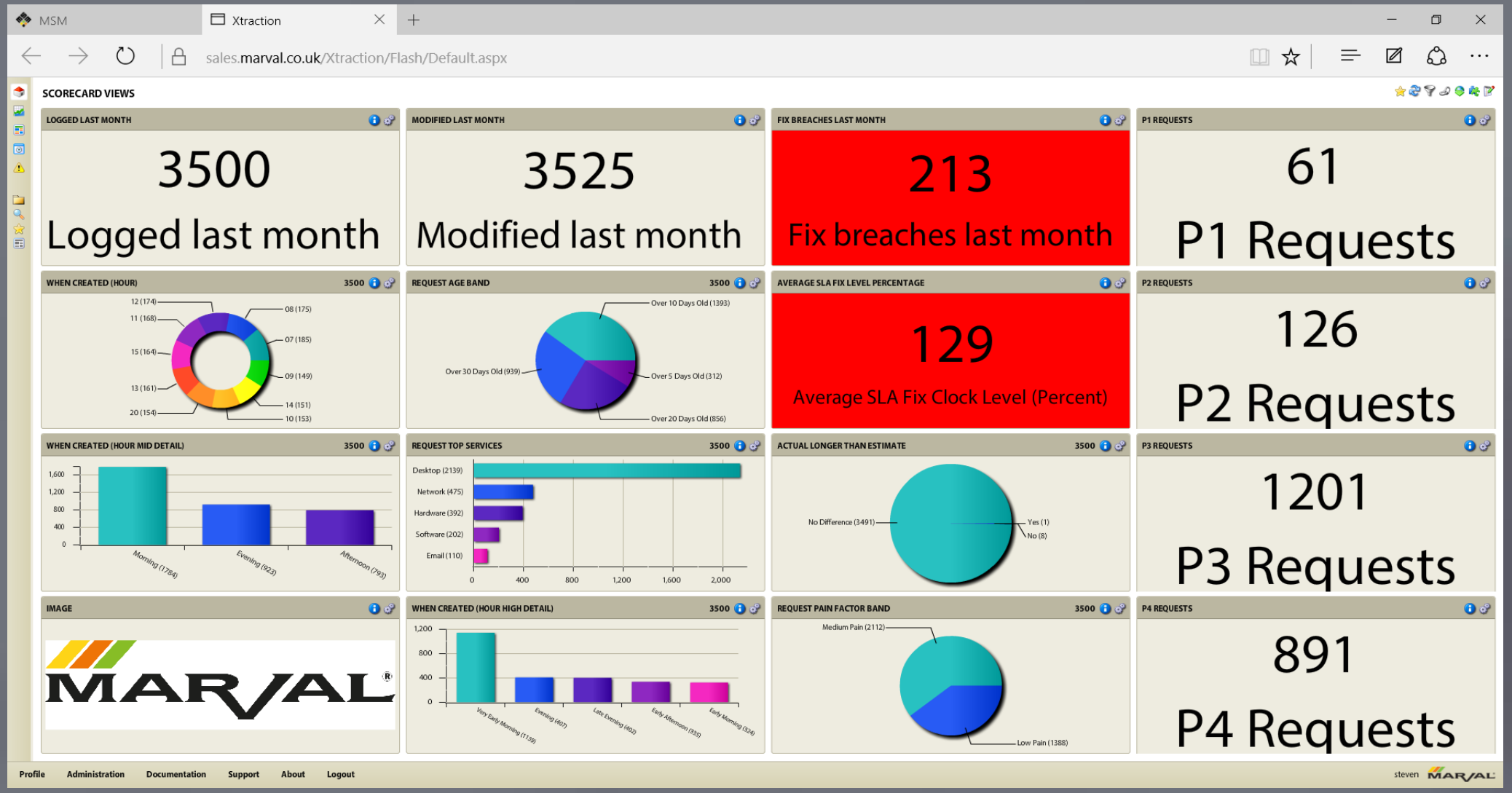

Today's Reminders
Dashboard
88%
53%
My Worklist
Latest Knowledge Items
Group Worklist

# Xtraction – reporting module

- Real-time data usage
- Interactive creation of dashboards
- Consolidation of charts, tables and other types of dashboards to reports
- Interactive creation and review of reports:
  - Drag and Drop for filters and parameters
  - Drill Down for analysis
- Open requests directly from the dashboard
- Dashboards and reports distribution
- Alerts for keeping track of data status changes



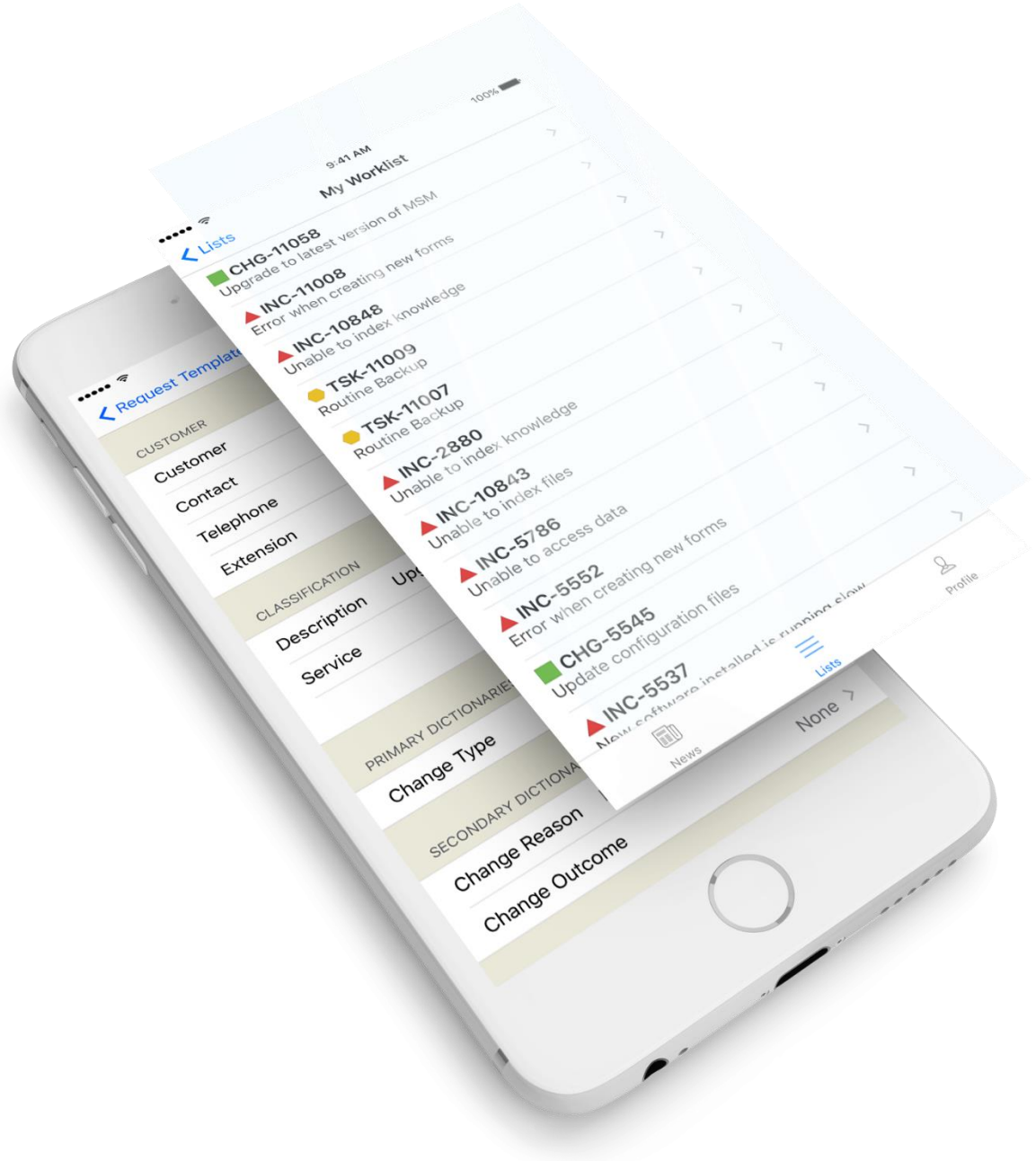
# Dashboard example



# MSM Mobile

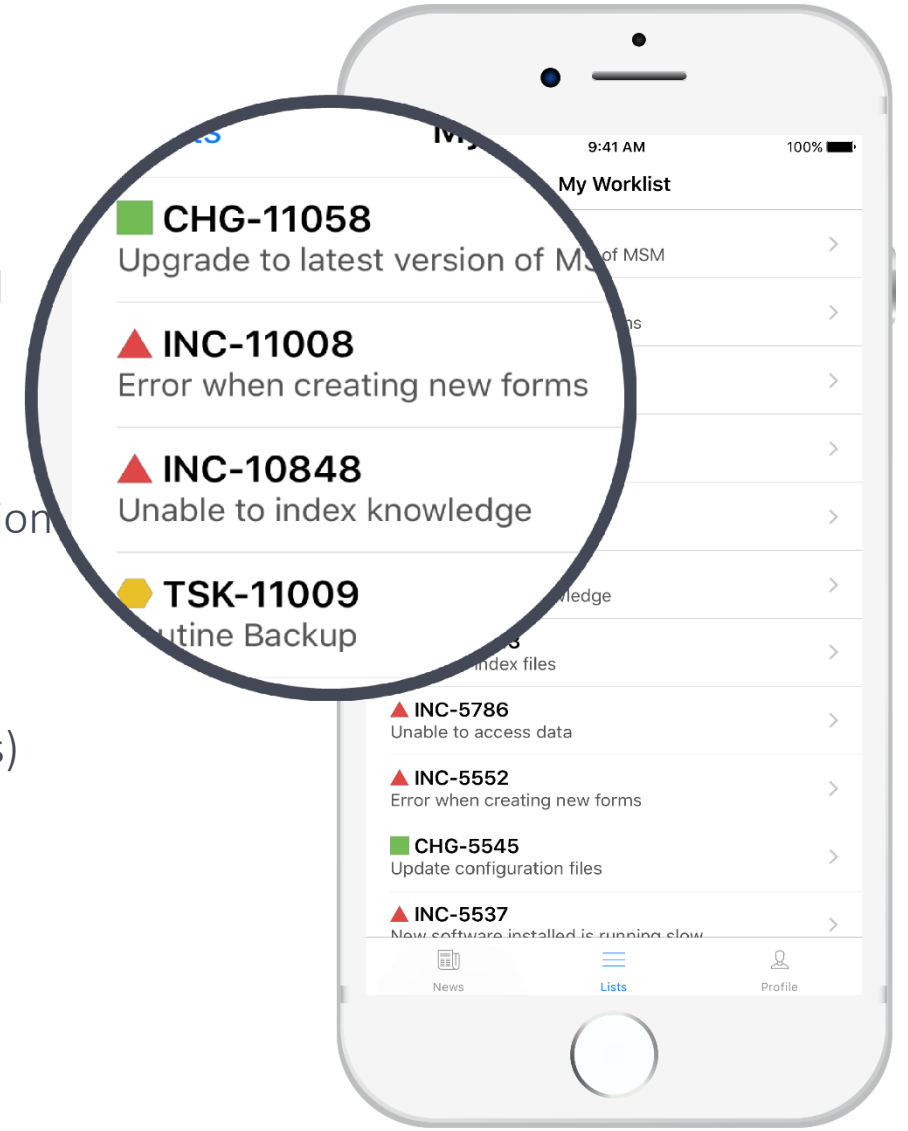
www.marvalbaltic.lt

# MSM Mobile empowers service management professionals to work anywhere, anytime



Take your service desk with you with MSM Mobile:

- Raise requests
- Update requests (add note, move status, reassign, reclassify and add attachments)
- Create configuration items
- Read the news
- Search for (and view) requests, knowledge items and configuration items
- Find configuration items by their barcode
- Access your lists
- Update configuration items (change status and add attachments)
- Update knowledge items (add attachments)



# Thank You