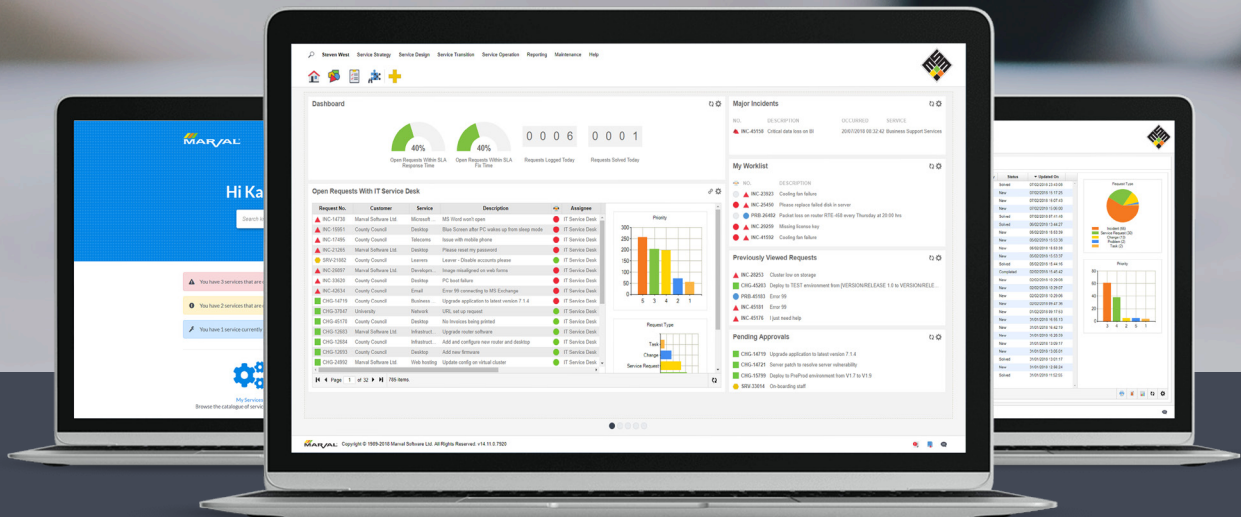


marval



ITSM SOFTWARE | ITSM CONSULTANCY | ITSM EDUCATION

www.marvalnorthamerica.com

MSM is an integrated, innovative, multi-level service management software solution - a secure, reliable, scalable and stable technology that supports business services and growth strategies of your organization.

MSM ensures a reliable service infrastructure, increased productivity and adaptability in service provision.

Developed to meet current and future requirements, MSM offers a real choice with the ability to meet an organization's maturity, budget and operational preference.

MSM software is easy to deploy, use, maintain and upgrade. It is designed to meet changing customer and market requirements and reflect advances in technology.



- **Out of the box solution with code-free configuration**
- **Process driven solution based on industry best practice frameworks and standards (ITIL, ISO/IEC 20000)**
- **Best of breed reporting and management dashboards**
- **On-premise or cloud deployment options**
- **User-friendly web self-service portal/catalogue underpinned by a service portfolio**



- **Simple configuration**
- **Drag and drop process work-flow and configuration creation and views**
- **Built in support for all ITIL processes**
- **MSM has been successfully certified as ITIL process compliant through the AXELOS ITIL Software Scheme and under the PinkVERIFY toolsets for compatibility against 16 ITIL processes**
- **Easy integration with other business applications**
- **Extensive knowledge and configuration management**

What can MSM do?

MSM provides you with everything you need for a totally integrated service management solution that can be used by your whole organization. Improved control and accountability ensures a reliable infrastructure, increased staff productivity and efficiency and reduced capital and operational costs.

- It provides you with instant access to knowledge
- It keeps your customers informed and satisfied
- It makes your staff more productive and your processes easier to manage, ultimately saving you time and money

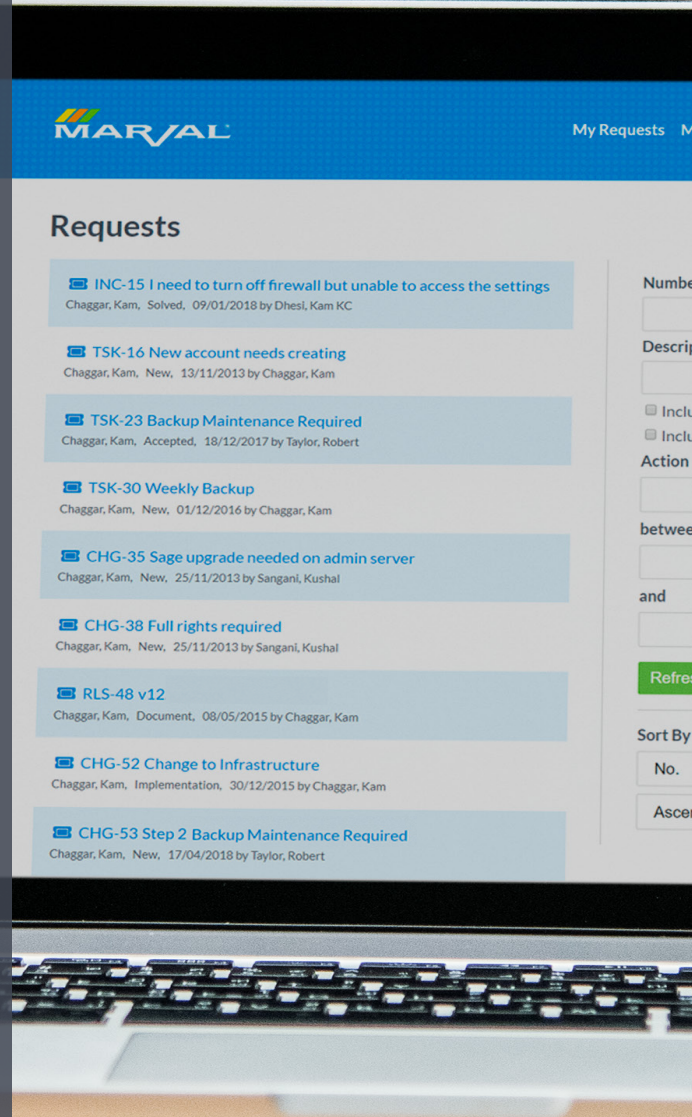
How does it do it?

By intuitive, logical capture of request data, standardized processes and support services and facilitation of request resolution through collaborative working.

- Integrated asset and configuration management database ensures improved control and management of all infrastructure services, assets and resources
- Adoption of a common ITIL-based service delivery culture ensures the organization strives to achieve and continually improve the high standards and quality of the services it provides. This in turn will reassure your organization, stakeholders and customers they are with a service provider that can deliver results
- The 100% web enabled technology provides business agility and the ability to absorb greater volumes of business change without increased costs and resource

Key Benefits

- It is fast, flexible, easy to use and deploy and puts you in total control of all your support and related business activities
- Provides you with extensive, accurate and up-to-the-minute management information for making informed decisions
- Improved communication
- Improved fix rates
- Process ensures information kept up to date - facilitating management decisions



From one integrated software solution, MSM will support all your service management requirements

Incident Management

Major Incident Handling

Request Fulfilment

Service Level Management

Supplier Management

Service Reporting and Management Dashboards

Asset Management

Service Asset and Configuration Management (CMDB)

Service Portfolio Management

Service Catalogue Management

Problem Management

Change Management

Knowledge Management

Continual Improvement

Routine Task Management

Release and Deployment Management

Financial Management

Capacity Management

IT Service Continuity Management

Availability Management and Outage Tracking

Customer Satisfaction Surveys

Event Management

Resource and Workload Management

Dynamic Workflow Builder

Skills Matrix

Improve Service Delivery

MSM will support you in your journey to provide improved service delivery and the attainment of your operational excellence goal.

Automate Your Processes

Customers never complain about being kept informed - MSM does this automatically.

MSM's powerful process automation allows for best specialist assignment and selection, along with intelligent change approval, risk assessment and integration capabilities to maximize any investments in your popular system management and monitoring applications.

Improve Customer Experience

MSM empowers you to create and deliver an outstanding customer experience. The moment a customer calls the Service Desk, the analyst is put in the driving seat.

MSM will instantly tell you all about the caller, their VIP status, their call history, how their last call was handled and what services and equipment they have. Requests, advice, workarounds and solutions are instantly presented, based on the classifications entered by either calling the service desk or raising a request using the MSM web self-service portal.

Manage Customer Expectations

Using MSM, companies can respond to feedback, act on it and let customers know what's happening and what has been done.

MSM provides a number of approaches and features to help you manage the customer expectations and experience whilst increasing first time fix rates.

Support ITSM Industry Standards

MSM automatically supports the collection, process support, audit evidence and reporting requirements to achieve ITSM accreditations. Using MSM will provide you with a competitive edge, the ability to demonstrate your visible commitment to quality and the provision of IT services, and the attainment of operational excellence.

MSM supports many industry good practices and standards, including ITIL, ISO/IEC 20000 and ISO/IEC 27001.

Manage Your Support Analysts

Support analysts have to be knowledgeable about what services are available and the underpinning IT Infrastructure. Managing this resource is challenging, whether you are managing a team of 5, 50 or even 100 support analysts.

MSM software provides a range of features and functions to assist you in effectively maximizing the investment in your team, their workload planning and scheduling.

Manage Partners and Contracts

Supplier and contract management often consists of a multitude of teams often involved with a significant amount of contract traffic (e.g. finance, legal, sales and executives) who would be approving contracts. Multi-level Change approval is a must.

Contracts have to be centralized, capturing and cataloging both contracts and partners to manage them holistically. To make decisions on amendments, and revisions to manage risks and rewards, is more than ever a real challenge.

MSM supplies you with everything you need to manage partners and contracts effectively.

Improve Service Level Management

MSM Service Level Management (SLM) will ensure no request is lost, forgotten or ignored.

MSM SLM provides you with a method to manage customers, internal support teams and 3rd party supplier expectations when receiving or delivering a service. Our software will provide you with the information and analytics you need to help you eliminate breaches of any service agreement in place.

Improve Service Performance

MSM will help you improve service performance by increasing the efficiency and effectiveness of your company's key services and infrastructure, and support operations.

Manage IT and Service Infrastructure, Configurations and Assets

Using MSM to manage your IT and service Infrastructure, configurations and assets will result in a single recording system with improved IT transparency and system consolidation, underpinned by process standardization, using industry standards and good practices.

Manage Problems Better

MSM problem management fully integrates with all the key ITIL lifecycle elements, helping to achieve IT operational excellence and customer satisfaction.

Quickly identify, monitor, report upon and resolve problems - dramatically reducing outages and downtime.

Learn More Online

www.marvalglobal.com/solutions



Who benefits from implementing MSM?

Your business

In order to support your business strategy and continual growth, the delivery of a scalable, service-centric, and agile service and underpinning infrastructure, is critical to your success. Adopting MSM ensures service levels, governance and compliance are met and business users and consumers receive the best possible service from support teams.

- Productivity and change: staff productivity, skills and expertise are increased, which reduces long term costs and the risk of not being able to meet objectives.
- A proactive approach: through accurate Service Level Management and real-time service reporting - staff will have more time to spend being proactive and less reactive - spend less time 'fighting fires'.

Your support team

By adopting a common tool and related processes to provide quality, consistent services, your support team is able to provide excellent customer service and demonstrate its value to the business by improved service delivery and first time fix rates.

- Full control of the infrastructure
- All support staff have access to a common source of knowledge
- Knowledge gaps minimized
- Standardized delivery of support services
- Improved collaboration between teams



“MSM is key in the drive for service improvement and efficiencies”

Your senior management

With improved management decision data and interactive dashboards available, reduced operational cost and deployment savings will be easier to achieve. Managers are able to better manage resources and service delivery with a 'single pane of glass' view.

- One view, many requests
- Enhanced security, audit and organizational views based on services, assets, requests and knowledge
- Templated, scheduled, repeatable reports
- Maximize personnel skills

Your customers

Internal and external customers will benefit from improved service availability and response times via services delivered in line with agreed levels of service managed through the software.

MSM includes a powerful web self-service portal, that provides customers with a simple and easy way to register and monitor their own service requests.

- Improved customer communication and satisfaction
- Consistent, reliable services
- Increased first-time fix rates

IT service management and beyond...

Endless possibilities with Marval

Whatever your requirements might be, we have the technology, the expertise and the people to make them happen

Enterprise ready:

MSM for HR - perfect as a HR request management system, a fast and easy to use web self-service portal enables requests and changes to be managed and approved; from a payroll inquiry to booking a training course.

MSM for Shared Services - ideal for organizations wanting to deploy a shared services approach, MSM provides secure partitioning with comprehensive auditing and access control features.

MSM for Fleet Management - all vehicle related issues, including breakdowns, damages, supplier management of parts and accessories, along with resource scheduling can, and are, managed using MSM.

MSM for Facilities Management - for building maintenance and wider management of an organizations' estate, planned maintenance tasks are easily scheduled, managed and allocated.

MSM for Transportation Services - ensures that all transportation needs are met. MSM is used to record and track any issues, including; travel delays, route cancellations, road closures, accidents or on-board incidents and provides accurate reports on service delivery and performance.



Automotive



Education



IT and Shared Services



Service Management / Technology



Banking and Financial Services



Emergency Services



Manufacturing



Comms



Central and Local Government



Healthcare



Publishing



Transportation



Construction and Engineering



Housing and Facilities



Retail



Utilities

Service management software, on-premise or cloud, purchase or subscription – the choice is yours

It has always been Marval's directive to provide real choice for its customers - in product, in deployment and in licensing options.

Marval offers a comprehensive choice for the implementation of its products to satisfy organizations of any size and sector.

Whatever your Requirements

- On-premise
- Cloud

Whatever your Sector

- Public
- Private

Whatever your Size

- Large Enterprise
- SMEs

Product Choice

- 100% web-based, innovative, technologically advanced products to meet customer maturity and budget
- Entry level to enterprise solutions

Deployment Options

- On premise
- Cloud (Software as a Service) customer hosted
- Cloud (Software as a Service) Marval hosted

Licensing Options

Perpetual or Subscription

- Named
- Concurrent
- Mixed

Why Choose MSM and Marval?

Marval has been delivering integrated service management software and services since 1989.

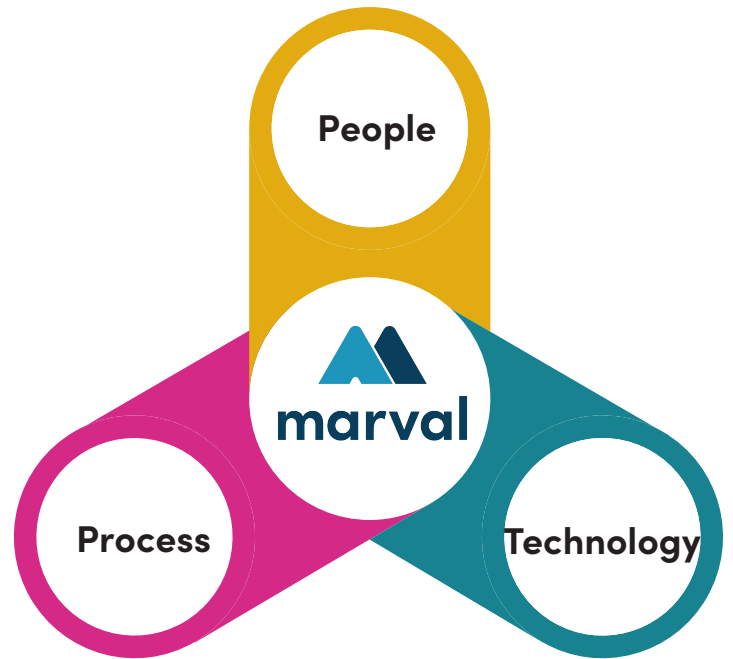
With unrivaled industry knowledge, expertise and innovative system design, its products and services ensure the customer derives full business benefits from service management. MSM is both process and service centric, based on proven industry best practice and standards in ITSM (ITIL and ISO/IEC 20000).

MSM will support and enable the delivery of consistent, measurable and repeatable processes across your organization: Reducing costs, minimizing risk and taking advantage of favourable technology trends and innovations. In summary “to do things even faster, more efficiently and more cost effectively”.

You will be better positioned to adopt industry best practice and standards which will prove to your stakeholders and customers that you are serious when it comes to service management and the quality of the services you provide. In turn this will enable organizational, stakeholder and customer confidence; increase revenue and improve customer retention.

To ensure fast implementation Marval provides a project plan coupled with sample policies, processes and plans based on industry standards. The tool is supplied with default classifications, roles, workflows and SLA alerts.

Not just a software supplier – Marval is a solutions provider comprising technology, people and process support



Professional Services

Marval provides consistent, cost-effective and high-quality education and consultancy services, delivered in line with service management good practices and standards. As co-authors of ITIL and ISO/IEC 20000, Marval is an acknowledged expert in the service management arena and actively promotes business awareness of industry good practice.

Knowledge transfer is guaranteed, to ensure your business receives real benefits from the services that Marval delivers. Working with you, our consultants focus on exactly what you need. Sharing their expertise, they will help you to efficiently implement your new service support strategy and, if desired, seamlessly co-ordinate your customer service improvement project throughout each phase.

Our comprehensive portfolio of MSM product training and service management education focuses on quality awareness, improving customer service levels and enhancing the service delivery skills of your personnel.



Marval is an ISO/IEC 20000 and ISO/IEC 27001 registered company supporting customers to international standards

Removing barriers with Data Lakehouse technology

Our data-driven enterprise service management solution incorporates Data Lakehouse technology, and is enhanced with our Artificial Intelligence (AI), Machine Learning and Robotic Process Automation (RPA) to deliver greater outcomes.

By incorporating Data Lakehouse technology, customers can combine operational data; breaking down data silos to deliver a holistic view across the organization with actionable real-time reporting.

Data integration is the key to success

By streaming data from across your business apps, our AI can automatically detect potential incidents and rapidly respond to them before they adversely affect the business.

Our automated incident prevention and resolution frees up your people to focus on more complex and strategic tasks, driving stronger collaboration, creating more motivated and engaged teams who can deliver improved outcomes for the organization.

Maximize the value of data

With the ability to combine Artificial Intelligence (AI), Machine Learning (ML) and analytics, our algorithms are trained on historical data for trend analytics. These valuable insights can be used to predict the future; anticipating actions and ultimately deliver positive outcomes.

Armed with access to real-time actionable insights, organizations can swiftly automate end-to-end business processes, rapidly resolve issues, automatically prevent incidents and make smarter decisions.

Smart behind-the-scenes automations enable both instant delivery of services and real-time detect-and-correct infrastructure resilience. This effective knowledge management is critical to empowering service desk agents and employees to solve issues quickly and efficiently so that high productivity is maintained throughout.

Future Proof Your IT Service Management

Learn more online:

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