

span

span | Resolution

Content

1. What is Resolution
2. Solution benefits
3. User perspective
4. Solution features
5. Ticket lifecycle
6. Look&feel
7. Delivery model
8. About Span



What is Resolution

Resolution

is a cloud software solution for efficient processing of key IT service management processes created in accordance with the best ITIL practices, ISO 20000 standard and 25 years of IT service desk experience.



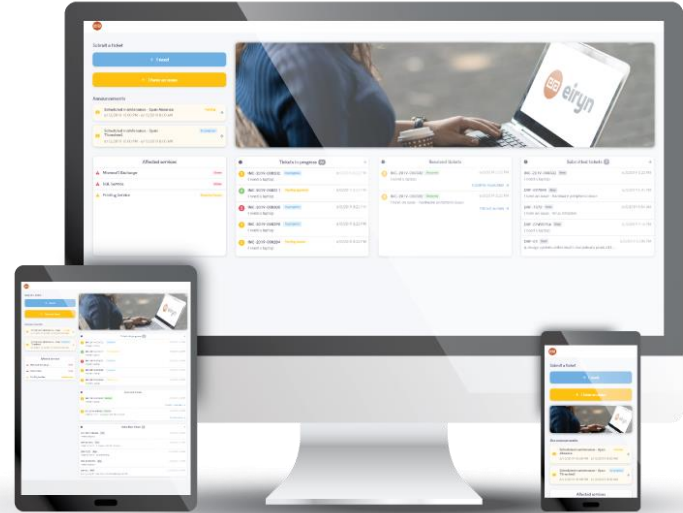
ISO 9001 –
Quality
Management
System



ISO 27001 –
Information
Security
Management



ISO 20000 –
IT service
management
standard



Resolution benefits

Simple and configurable cloud service management solution



Configurable
ticket flow



Internal and external
collaboration



Integrated knowledge
management



User portal



Ergonomic user
interface



New functionalities
and improvements



Implementation
and adoption
activities



Cost effective,
continuous support

User perspective

Resolution brings your services to a level that will permanently make your business efficient and digitalized.



Operator

Focused and ergonomic interface enables me to provide better service.
At the same time, my work is more visible and appreciated.



End User

I can submit my requests and issues through a simple and intuitive portal and track resolution progress.



Manager

I am empowered to organize work of my team more efficiently and to plan next steps according to trends.



Sponsor

All the important insights are instantly accessible to me in an aggregated way.

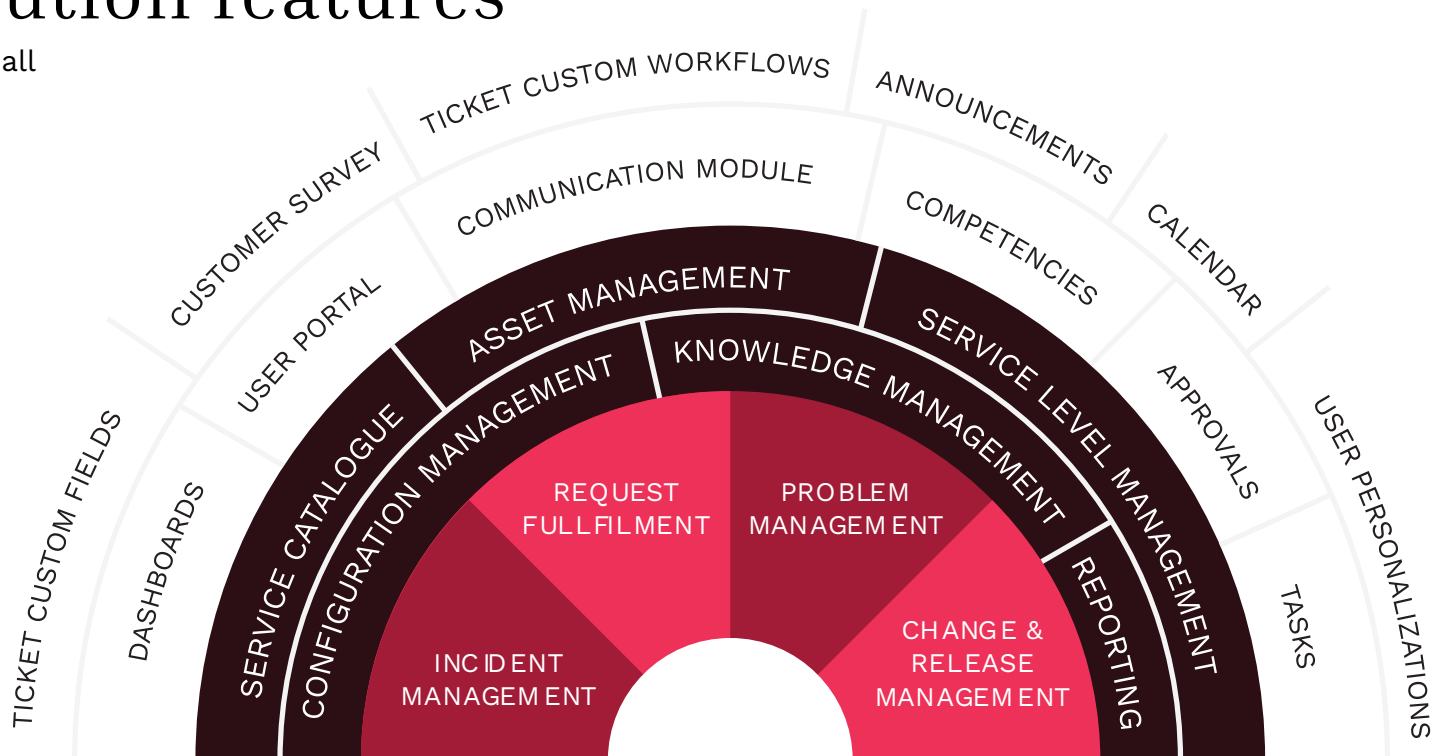
Resolution features

One size fits all

Incident management		Request fulfillment		Problem management	Change & release management	
Service catalogue	Configuration management	Asset management		Knowledge management	Service level management	Reporting
Dashboards	User portal	Communication module		Competencies	Approvals	Tasks
Ticket custom fields	Customer survey	Ticket custom workflows		Announcements	Calendar	User personalizations

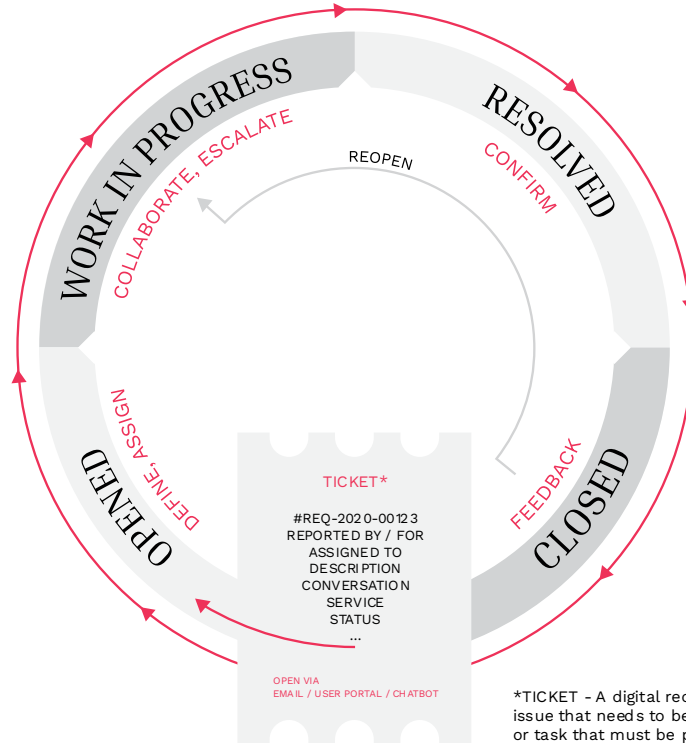
Resolution features

One size fits all



Ticket lifecycle

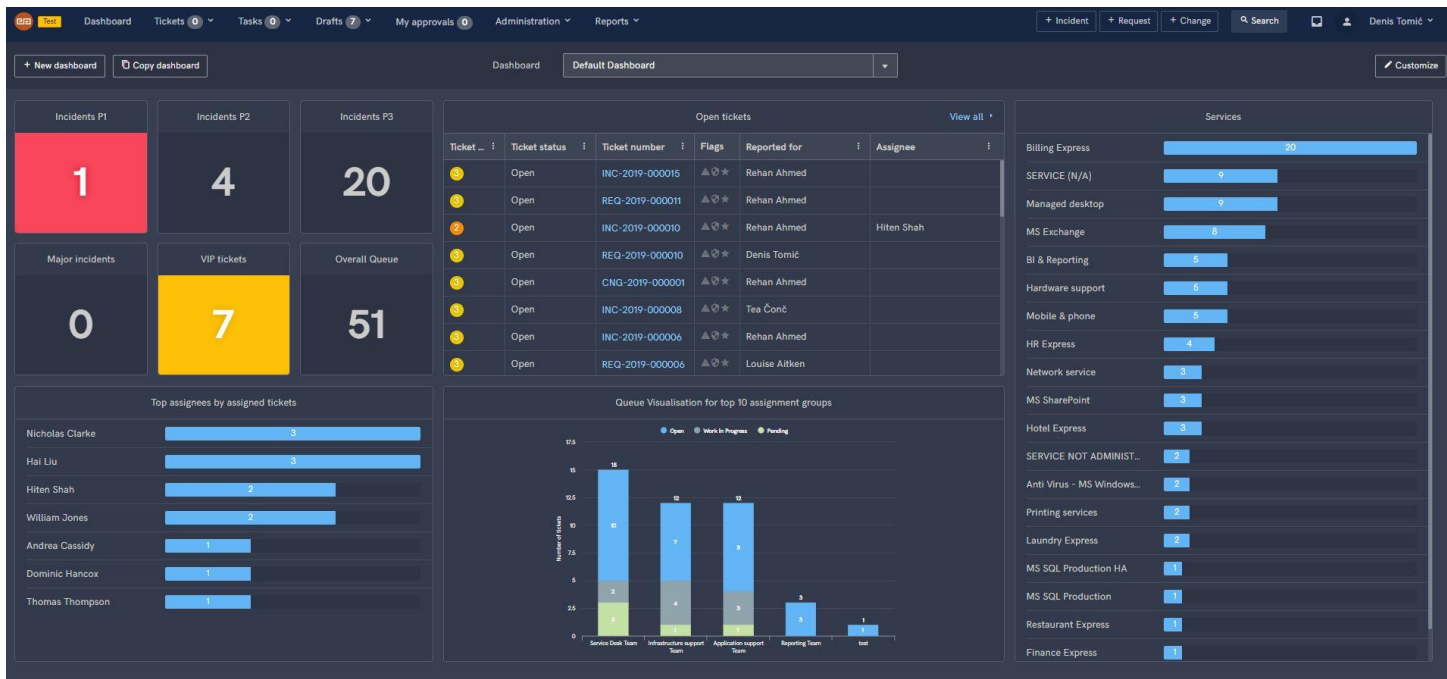
Communicate, collaborate, monitor, measure, report



*TICKET - A digital record of an issue that needs to be addressed or task that must be performed.

Look & feel

Dashboard



Look & feel

Ticket – operator's interface

The screenshot displays a web-based interface for creating a new ticket. The top navigation bar includes links for Dashboard, Tickets (0), Tasks (0), Drafts (2), My approvals (0), Administration, and Reports. On the right, there are buttons for Incident, Request, and Change, along with a search bar and a user profile for Denis Tomić.

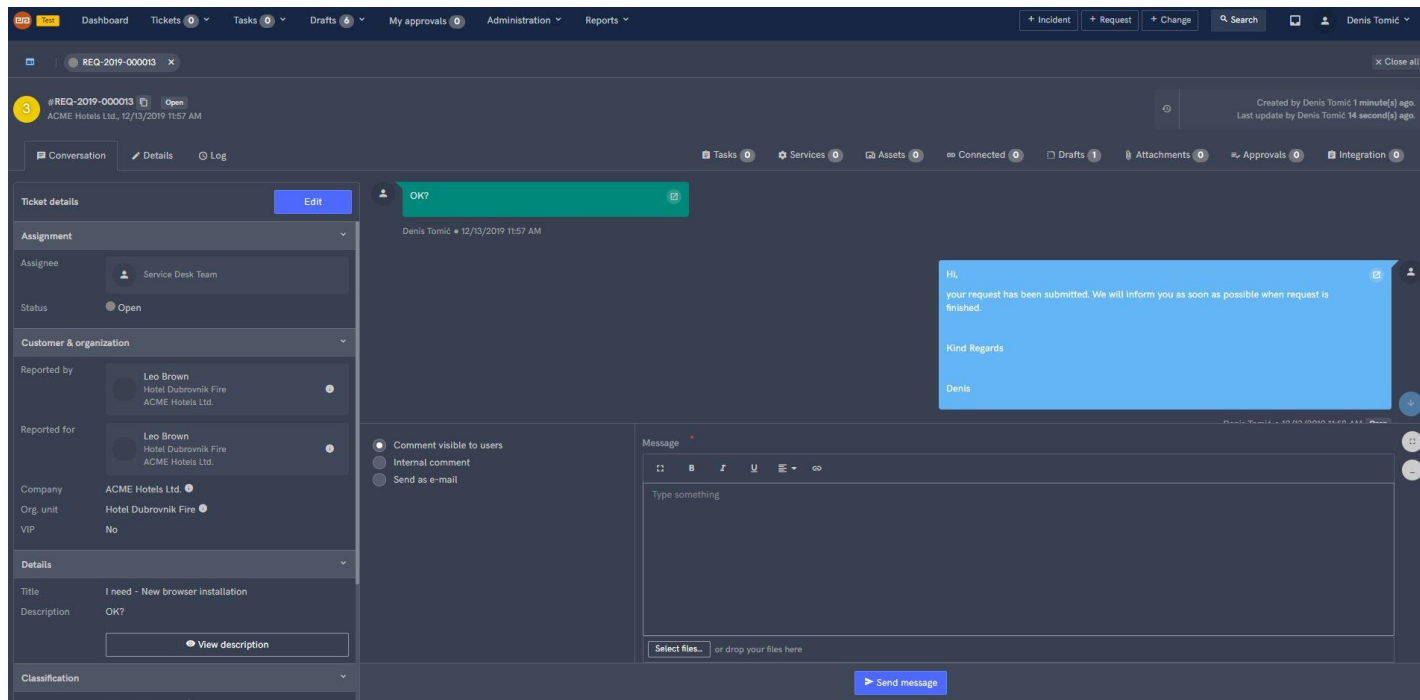
The main content area is titled 'New Request' and features a 'Details' tab. The form is organized into several sections:

- Customer & organization:** Includes a 'Reported by' field with a dropdown menu showing 'Denis Tomić' and 'ACME Hotels Ltd.'. There are also checkboxes for 'VIP' and 'New Employee', and a 'Local Time' field showing '12/13/2019 11:56 AM (UTC +0100) Europe - Belgrade, Ljub...'.
- Classification:** Features a 'Classify by' section with 'Service' and 'Asset' tabs. The 'Service' tab is selected, showing a dropdown menu with 'HR Express' and 'T-BB-HR-EXPRESS - Human reso...'. The 'Asset' tab is also visible, showing a dropdown menu with 'ASSET (N/A)' and 'NODE - Node element Multiple companies (6)'. There is also a 'Priority' section with a dropdown menu showing '1', '2', '3', '4', and '5'.
- External ticket numbers:** Includes a field for 'External No' and a button for 'Additional fields'.
- Assignee:** Features a dropdown menu showing 'L2: Application support Team' and a button for 'Assign to me'.
- Details:** Includes a 'Title' field with the text 'New Laptop' and a 'Description' field with the text 'Hi, I need new laptop. Screen should be at least 15", SSD Hard Disk and minimum 6 Gb RAM. Thank you'. There is also a 'Select files...' button and a note 'or drop your files here'.

The bottom of the form has 'Cancel' and 'Save' buttons.

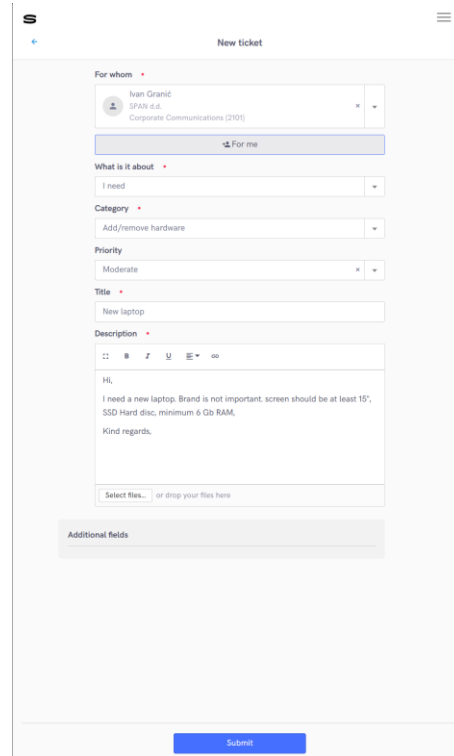
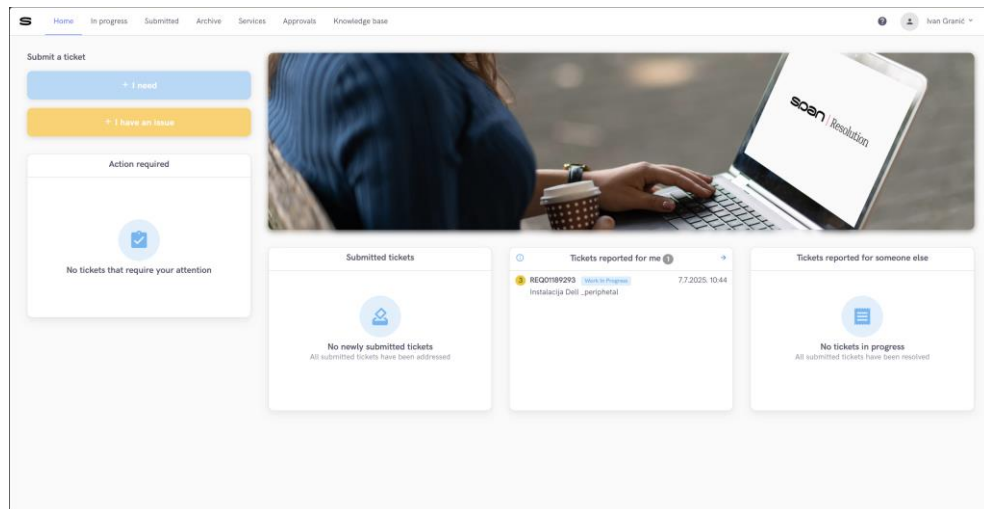
Look & feel

Ticket – conversation view



Look & feel

End user portal with ticket submission



Maturity levels

Resolution empowers your internal and external services to bring real value to your business

Level 0 Chaotic

- No centralized support
- No service portfolio
- Ad-hoc reaction to incidents reported by end users
- Undocumented processes

Level 1 Reactive

- Basic incident and request management
- Always in firefighting mode
- Some service monitoring and alerting implemented
- Divided responsibility between departments or functions

INCIDENT MANAGEMENT
REQUEST FULLFILMENT
CONFIGURATION MANAGEMENT

Level 2 Proactive

- Issue predition and sucessful mitigation
- Measuring service availability
- Trend analysis
- Standardized toolset implemented

PROBLEM MANAGEMENT
AVAILABILITY MANAGEMENT
CHANGE MANAGEMENT

Level 3 Service

- Service provider mindset
- Monitoring and reporting per service
- SLA management
- Common understanding on service costs

SERVICE LEVEL
MANAGEMENT
CAPACITY MANAGEMENT

Level 4 Value

- All internal and external services are aligned with business processes and values
- Measuring process efficiency
- Cost/benefit/risk analysis
- Continual improvement

ASSET MANAGEMENT
REPORTING MANAGEMENT

Delivery model

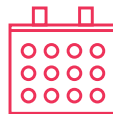
Without infrastructure worries, pay as you go



Microsoft
Azure cloud



All functionalities
included



Monthly
subscription fee



Technical and consulting
support included