

IT Service Management: Problem Management

Every organization that relies on IT will over the course of normal business experience incidents that cause some level of disruption to their operation. Many organizations become expert at dealing with these types of service interruptions and go on to develop extremely competent processes to manage the continual inflow of IT incidents. The problem with this approach is that it can force support organizations into a break / fix mindset, forever concentrating on recovering from incidents, rather than resolving the underlying root cause of the incident. This results in a perpetual loop of recurring incidents that over time reduces both customer satisfaction as well as the cost-effectiveness of the Service Desk.

As part of the FrontRange IT Service Management suite, Problem Management is designed to help companies permanently break this cycle; allowing them to identify and resolve the underlying problems that cause disruptions to IT service provision. Powerful functionality lets IT departments identify, analyze, and resolve the root causes of incidents and initiate the change process, thus reducing the likelihood of recurrence and improving customer service.

Best Practices Built-In

FrontRange Problem Management can help you set your internal processes quickly and easily. Powerful configuration options allow you to tailor fit the solution to your existing methodology or build your processes around what is included. Support for the ITIL Problem Management Framework is built in to the product along with the real-world best practices gained from over 125,000 successful FrontRange implementations around the world.

See More Clearly, Solve Problems more Quickly

The FrontRange Problem Management module lets you quickly identify trends across large numbers of incoming incidents and create associated problem records.

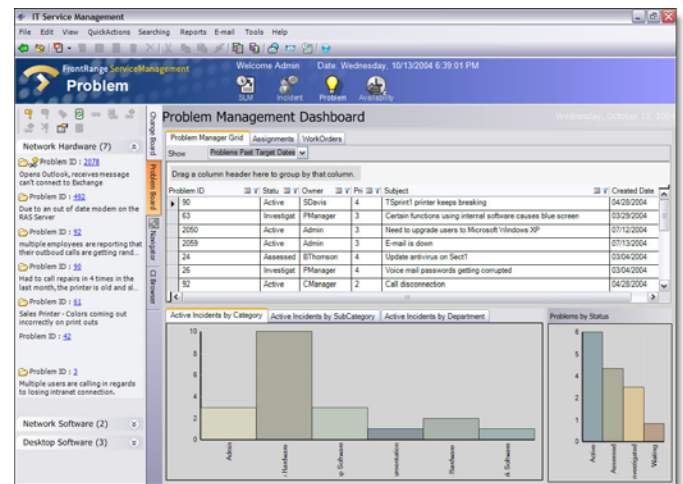
Built-in functionality lets IT professionals investigate and analyze linked incidents and changes to uncover hidden problems. The module then allows users to initiate Requests For Change (RFC) based on their findings to resolve the underlying issue or to create and publish a temporary workaround, immediately reducing the number of effected users .

Real-time dashboard reports give Problem Managers a 360-degree view of the outstanding problems and their impact to IT services. Service Desk technicians can quickly search and view the list of known problems and help affected customers restore service in record time.

Tightly Integrated

Problem Management is part of the IT Service Management Suite and shares a common reporting engine, business processing engine, data structure and integration platform with all of the other FrontRange IT Service Management modules.

Full integration with HEAT Call Logging and IT Service Management means that problem information is available to all Service Desk agents and that detailed information about the problem, workaround, and proposed resolution can all be accessed by any authorized user.



Get a real-time view of all pending and newly reporting problems

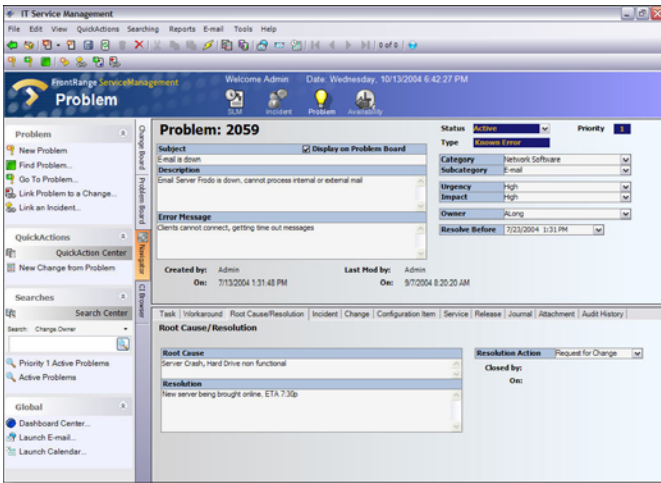
Deliver Better Service While Lowering Costs

Efficient use of the Problem Management module results in an overall reduction in the number of incidents worked by the Service Desk along with a reduction in the cost associated with providing service. As the IT organization moves from reactive incident management to providing more proactive service, the number of incoming incidents will decrease freeing up Service Desk technicians for higher value tasks and improving customer service.

From the creators of award-winning GoldMine® and HEAT® software.

Attention HEAT Users

The Problem Management module is designed to integrate with your existing HEAT solution. Extend the power of your HEAT system by adding Problem Management and giving HEAT users the ability to search and view the list of known Problems and workarounds from within the HEAT Call Logging application.



Detailed information about a problem, linked incidents and published workarounds is available to all users

Make the Switch to Proactive Service Management

If your organization is looking to establish or improve your Problem Management capabilities, or if you are looking for more advanced ITIL support, FrontRange Problem Management was created specifically for you. Built-in functionality and powerful configuration options ensure that the software will provide benefits quickly while affording you the ability to scale as your needs change. Because FrontRange IT Service Management shares a common architectural platform with the full suite of FrontRange business solutions, you have access to a range of capabilities that is unmatched in the industry.

FrontRange Solutions—a leading provider of service management and CRM applications with more than 7,500 customers and 125,000 implementations over the past 15 years—is your source for integrated applications that allow you to drive customer loyalty, increase productivity and sales effectiveness, and build exceptional relationships across your entire value chain.

Additional Problem Management Features

- Status of problem records are automatically updated to Known errors once a work around is identified
- Automatic notification support for all effected users once a Problem has been identified
- Reduction in the overall number of tickets logged and time required to resolve incidents
- Full Integration with Incident and Change Management
- ITIL Verified

Part of the FrontRange IT Service Management Solution

- Incident Management
- Change Management
- Release Management
- Configuration Management
- Service Level Management
- Availability Management
- Self Service

Call 800 776 7889 to speak to your FrontRange representative today and discover the benefits of IT Service Management.

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