



TOPdesk

ENTERPRISE

TOPdesk *Enterprise*
Web-based service management software

SERVICE MANAGEMENT SIMPLIFIED

TOPdesk develops, markets, implements and supports software which helps organisations to efficiently manage the services they provide. Our vision is to create a user-friendly and affordable service management solution for every type of organisation, which can be quickly and easily installed. Whether this concerns ICT, facilities management, complaints registration, service desk or service support, TOPdesk allows you to support your employees, business relationships, consumers and citizens.

TOPdesk is available in three versions: lite, Professional and Enterprise. The software is thus geared towards small organisations as well as large multinationals. Due to the modular structure of the application, a TOPdesk solution can be tailored to every organisation.

TOPdesk has been providing service management solutions for organisations since 1993. Careful attention is paid to the wishes of clients when developing the various TOPdesk products. The application has been implemented more than 2700 times worldwide and is currently market leader in the Netherlands. TOPdesk UK is situated in Hammersmith, London. TOPdesk's Head Office is located in Delft, the Netherlands; and a branch can also be found in Kaiserslautern, Germany.



STREAMLINING YOUR PROCESSES WITH TOPDESK

Whatever your requirement in the area of service management is, it is possible with TOPdesk Enterprise. The application is available in five languages. It is adjustable, platform independent, 100% web-based and offers unlimited possibilities. Above all, the (ITIL) processes interact seamlessly with one another.

Suitable for every organisation

A process-oriented workflow in TOPdesk Enterprise helps you to streamline your services. The software optimises the processing of questions, complaints and malfunctions regarding your products and services.

The operation and working methods of a service desk differ per organisation. TOPdesk Enterprise is suitable for the support of various disciplines, including ICT, facilities and HRM. The application can be used to support employees, business relationships, clients and citizens.

Processes

The implementation of process-oriented working methods saves both time and money. For this reason TOPdesk Enterprise makes use of the proven 'best practices' of ITIL and MOF. Moreover this method of working helps an organisation to comply with other standards such as ISO and SOx.

Modular

TOPdesk Enterprise is built up of modules - the basic application offers numerous possibilities. You only need to purchase those processes and functionalities that you intend to use.

Return on investment

Total Cost of Ownership (TCO) and Return on Investment (ROI) are terms frequently referred to in the IT world. Investments and future costs must be made measurable against future cost savings and benefits.

By introducing TOPdesk Enterprise as a service management solution, direct benefits can be gained in the operation and management of systems and applications in your organisation. This in turn makes items such as downtime, lack of knowledge or ineffective hardware measurable. TOPdesk Enterprise ultimately helps you to save on costs and increases the effectiveness of your service desk. You will earn the purchase price of TOPdesk back in no time!

The hidden benefits of TOPdesk Enterprise can be gained by making management decisions on support contracts

founded through up-to-date information in the TOPdesk Enterprise database. Finally the efficiency of registering and sharing knowledge in TOPdesk increases, for example when training new staff or recording knowledge for frequently occurring problems.

100% web-based

The application is accessible from every workstation via a web browser. All functionalities are available in the technologically advanced web interface; local installations, plugins and ActiveX are therefore not required. Managing an application has never been so easy.

By working with TOPdesk ourselves on a daily basis, we recognise the importance of a user-friendly working environment. During the development of the product, we always keep this in mind. It came as no surprise that TOPdesk was revealed as the most user-friendly application in the Top Tools investigation 2005/2006.

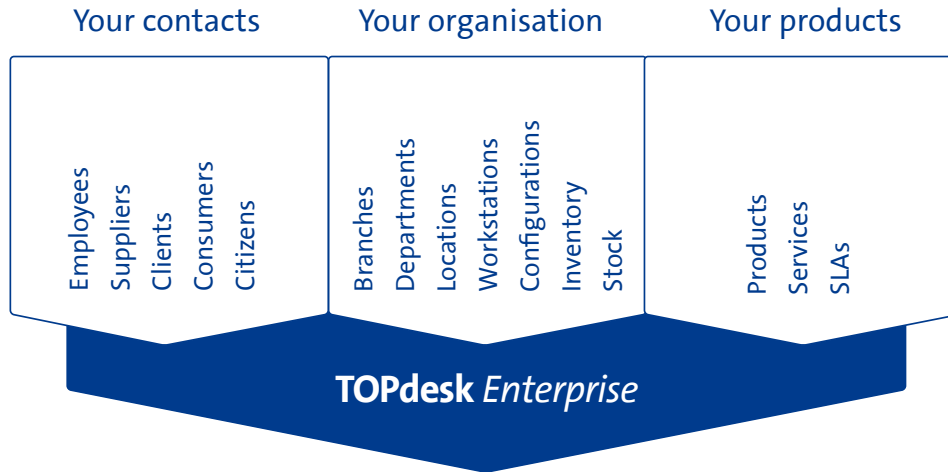
The key points mentioned above are revealed when searching for information for instance. When a search term is entered in TOPdesk Enterprise, all fields in the database are searched through. Furthermore TOPdesk provides suggestions for the search terms, which can be recognised from the Google® searching method.

Workflow

In TOPdesk every user works from his or her own workflow. An overview of all tasks assigned to the individual user are displayed to ensure an optimal support of this workflow. Each individual user will gain insight into their tasks: calls, structural problems, changes and projects. It is also possible to view the workflow of your team or group.

Authorisation management

Authorisation management at the user level allows you to create an individual role for every user. You can also divide users into groups with group authorisation.



ALL ASSETS IN ONE APPLICATION

Assets such as infrastructure, inventory and telephone systems support the people in the organisation. To monitor the performance of your service desk it is important to gain an overview of the available objects. Calls regarding assets can be processed in less than no time; a request for new software can be made instantly.

Configuration management

In Configuration management you can register numerous workstations, software, inventory items, products or other objects and their mutual relationships. Every important object is assigned a unique identification.

Furthermore elements such as cost, location, maintenance, guarantee, audit trail and involved incidents can be tracked for every object. Likewise processes such as issuing, leasing and maintenance are also applicable to these objects.

TOPsis - automatic inventory

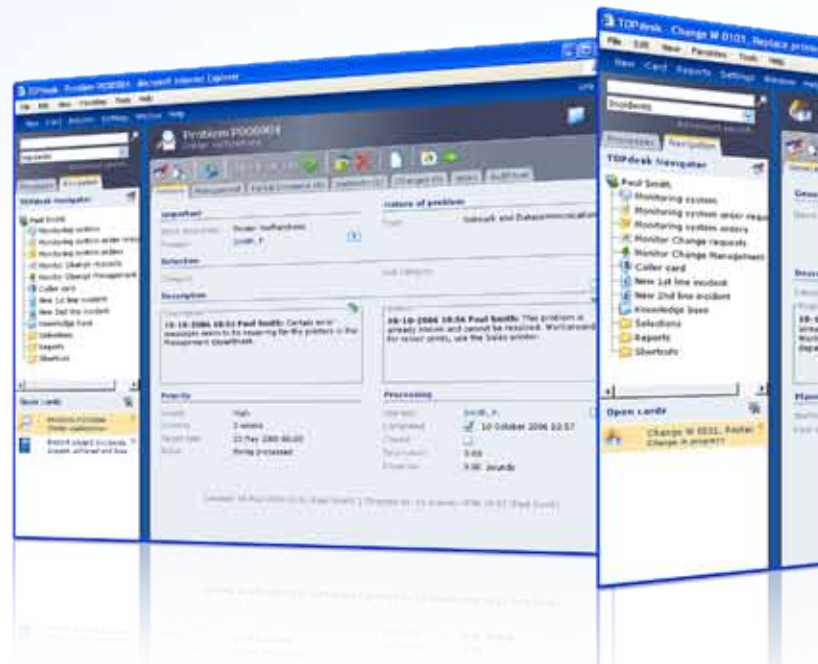
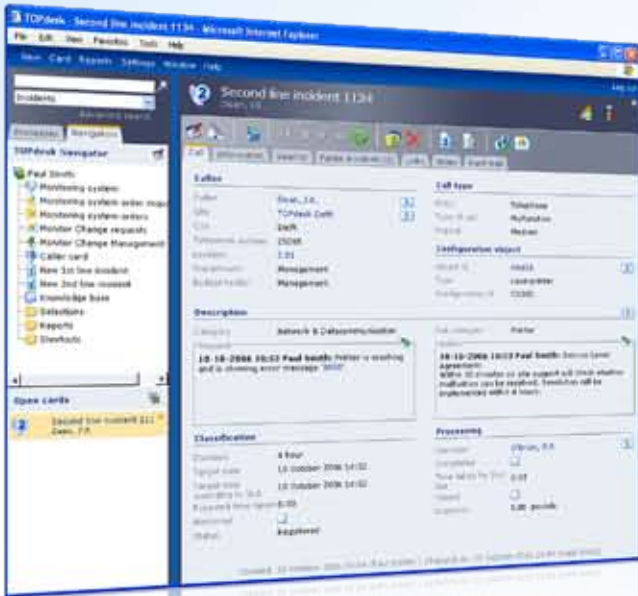
TOPsis is TOPdesk Enterprise's free automatic inventory program. It is an 'agentless' solution which enables you to inventory your infrastructure. TOPsis can be started up from TOPdesk, allowing you quick insight into all data of a workstation.

Via an automatic scan you can periodically and structurally acquire an overview of all the objects in the entire organisation. You will always have an up-to-date overview of the hardware and software components in your organisation. The inventoried data are then added to the Configuration management.

Software licenses

The registration of software applications enables you to easily monitor licenses. You have a clear overview of the available licenses, the prices and the persons or machines that use these licenses. You can also see the number of licenses remaining.





FROM REGISTRATION TO SOLUTION

It is important that the primary business processes are carried out without delay. A service desk ensures that an organisation can get the job done without being interrupted in the meantime. A clear overview of calls, changes and tasks is therefore crucial to ensure the optimal running of a service desk.

ITIL processes

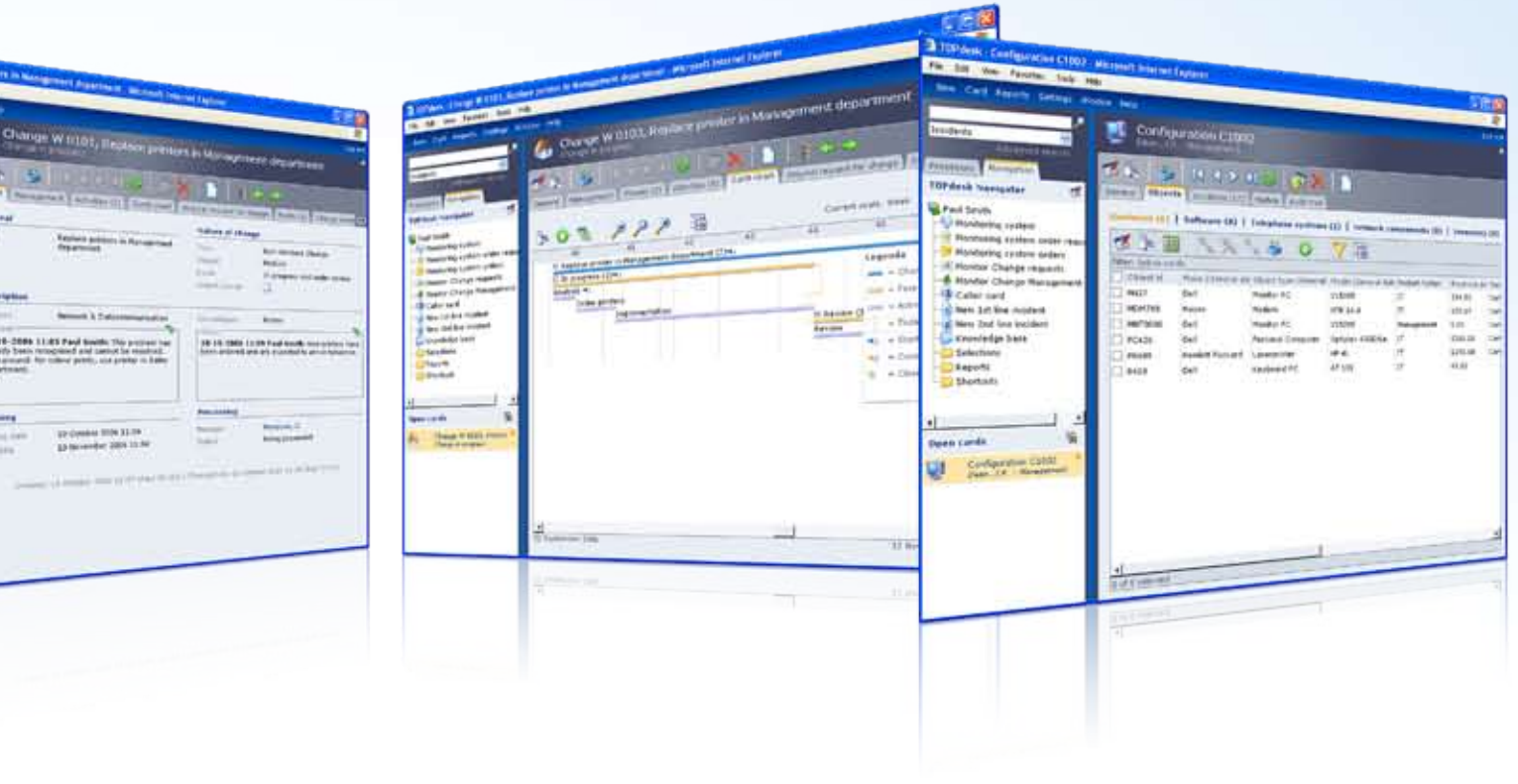
Working with TOPdesk Enterprise is based on the best practices of ITIL. Configuration management, Incident management, Problem management and Change management together form a circular process, so that from each call you can reach a structural solution.

Incident management

Incident management forms the start of the service management process. Logged incidents often concern objects - a direct link is made with Configuration management here. TOPdesk Enterprise comes equipped with resources, simplifying the registering and processing of calls.

Quick registration of incidents

Thanks to an automatic routing, incidents can be registered in less than no time. Familiar data (for example name and address data), dates and times will be filled in automatically. The correct category and sub category will be assigned based on predefined catchwords.



The relevant operator or group will then be assigned based on the chosen categorisation.

To simplify this process even further, you can use TOPdesk to search for possible standard solutions whilst you register a call. The application also automatically suggests applicable subjects from the Knowledge base. If you are unable to process a call yourself, you can forward it to a specialist at the click of a button.



When an agreement is made regarding the service to be supplied (SLAs), then TOPdesk will inform you of the level of service which has been agreed.

Moreover employees or clients can register calls themselves via the Self Service Help Desk or search for knowledge items to answer their query.

Keeping clients up-to-date

When a call cannot be resolved immediately, your colleagues or clients wish to be kept updated on the status of their call. Using TOPdesk you can automatically notify them via amongst others your intranet, email or SMS.

The relevant documents always within reach

In TOPdesk you can link documents to registered persons, objects or to the Knowledge base as you see fit. These documents are saved in a central server and are accessible from every workstation. As a result it is possible for everyone to view maps, procedures, technical manuals or sent mail.



Sharing knowledge

Knowledge built up over the years is valuable information. It would be a waste to lose this knowledge or for it to be available to only a select group of persons. TOPdesk therefore has an extensive Knowledge base in which you can record, classify and publish knowledge. You can determine who may view each knowledge item. In this way you can share knowledge with colleagues via the intranet.

Problem management

Can't resolve a call in Incident management? Does your service desk receive many calls concerning the same subject? The lack of a good analysis of structural problems is often the cause of the recurrence of incidents. Yet this costs time and money. The aim of Problem management is to find the cause of structural problems in your organisation.

Using the Problem management module you can, in three steps and on the basis of ITIL, analyse problems, link incidents and give feedback of the results to the service desk. The known error can be copied into the Knowledge base or included as a work around in the Standard solutions.

You can also initiate a change proposal from a known error. This option is used when removal of the problem is required.

Change management

Changes in the infrastructure of an organisation are a regular occurrence. Change management is geared towards keeping the non-routine changes of assets under control. A change can be for instance: the renewal or improvement of assets, the replacement of existing objects, the setting up of a workstation for a new employee, or the correction of a (structural) error. The Change management module helps you to carry through changes in a project-like manner. Using change templates you can make the route as straightforward or extensive as you wish.

Planning and carrying out large changes encompasses

many tasks and involves many parties; likewise certain tasks are dependent on the execution of other tasks. In TOPdesk you can record all these tasks in Change management and make them dependent on each other for a seamless integration. A change route can be divided up into phases and separate tasks. You decide which phases and tasks are planned when. Graphic representations mean you will always have an up-to-date overview of the change.

And finally

The implementation of a change will affect the Configuration management – completing the circle of ITIL processes. This is the way to ensure that the number of incidents in your organisation remains manageable.

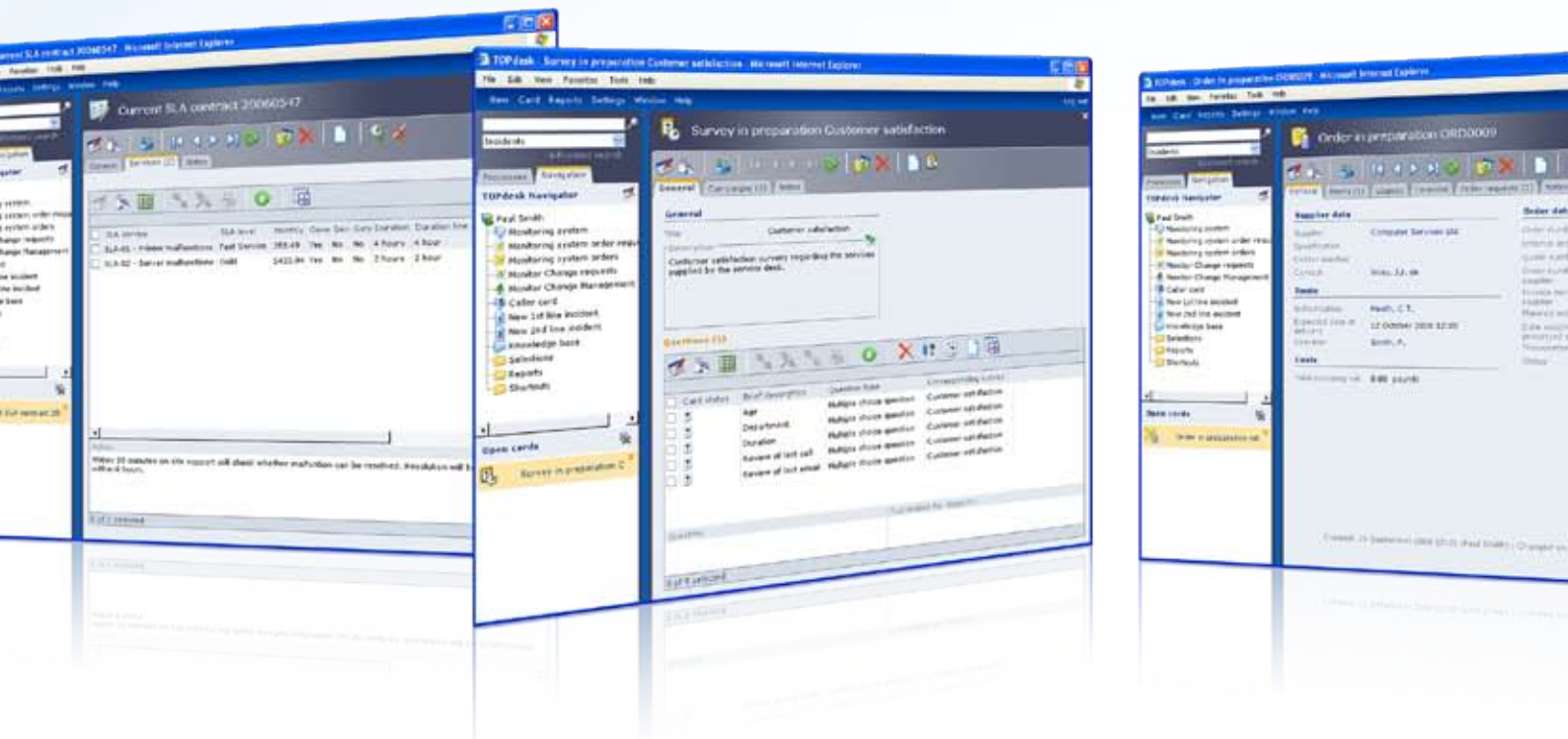
SELF SERVICE HELP DESK

Do you want to make it easy for your colleagues or clients? The Self Service Help Desk means you are available 24 hours a day via a web interface.

Clients can easily register their own call, reservation or request for purchase in this central information portal. They can also track the status of their own calls.

The Self Service Help Desk also provides a Knowledge base in which users can search for a solution to their query or problem; in turn easing the pressure on your service desk. At the same time you increase the ability of your colleagues and clients to do things for themselves!

To promote the recognition and unity of your company design, the look and feel of your Self Service Help Desk can be attuned to the style of your existing intranet or website.



ADDITIONAL MODULES

Various disciplines are involved in service management. Support for every process is available in the form of a module. In addition to the processes Configuration management, Incident management, Problem management and Change management TOPdesk offers many modules based on ITIL. The modules are integrated with one another to support the various disciplines in your organisation.

Service Level management

Service Level Agreements are recorded in the Service Level management module. This ITIL module provides you with an insight into the internal agreements that are made regarding the services offered to your colleagues or clients. When you register a call to which an agreement applies, you will be notified of this in TOPdesk. Contracts with external suppliers can also be recorded in the SLM, for instance concerning the maintenance costs, terms and the internal agreements that are made concerning the service.

Surveys

The Survey module enables you to gather information from your colleagues or clients. You can create simple surveys in the form of questionnaires or campaigns concerning how people experience your services. The Survey module is an integrated audit possibility with which you can easily receive feedback from your customers. You will be able to better attune your service to the wishes of the end users.

Stock and Orders

Every organisation that keeps track of stock requires a structured overview of these stock and orders. It also needs to be made clear who takes care of the orders and where the ordered items need to be distributed. All logistical processes can be recorded and tracked using the Stock and Order module.

Project management

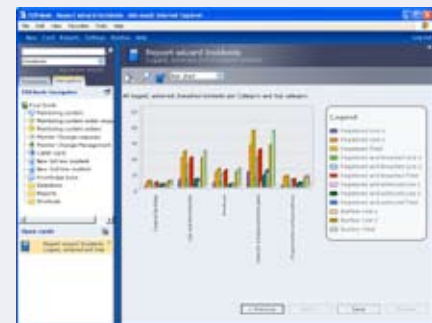
Periodic or recurring projects are made quicker and easier in TOPdesk's Project management. New projects can be created using templates, whilst projects can be made as extensive as you wish by dividing them into phases,

EXTENSIVE REPORTS

Reports help you to examine the performance of your service desk and gain insight into the various ITIL processes. In TOPdesk Enterprise you can define yourself which data in TOPdesk you wish to report on and analyse.

The reporting system in TOPdesk Enterprise enables you to analyse incidents, allowing you to gain insight into the bottlenecks in your organisation. The TOPdesk reporting system is integrated into the ITIL process flow. From a numerical or graphical report you will be able to see which incidents are related and are causing problems in your organisation.

At this point Problem management or Change management can be initiated directly from the



report. The related incidents will then be linked to either the problem or the change.

The report wizard is embedded in the software enabling you to create the most frequently occurring reports. Many different types of reports are distinguished between in TOPdesk, including qualitative and quantitative reports, graphic, realtime reports and statistical reports.

Reports can also be created in external applications via the export functionality, which is present throughout the entire application. The results can be exported to HTML, Microsoft® Excel or Adobe® PDF.

sub phases and separate tasks. Finally, graphic overviews provide you with insight into the size and progress of a project.

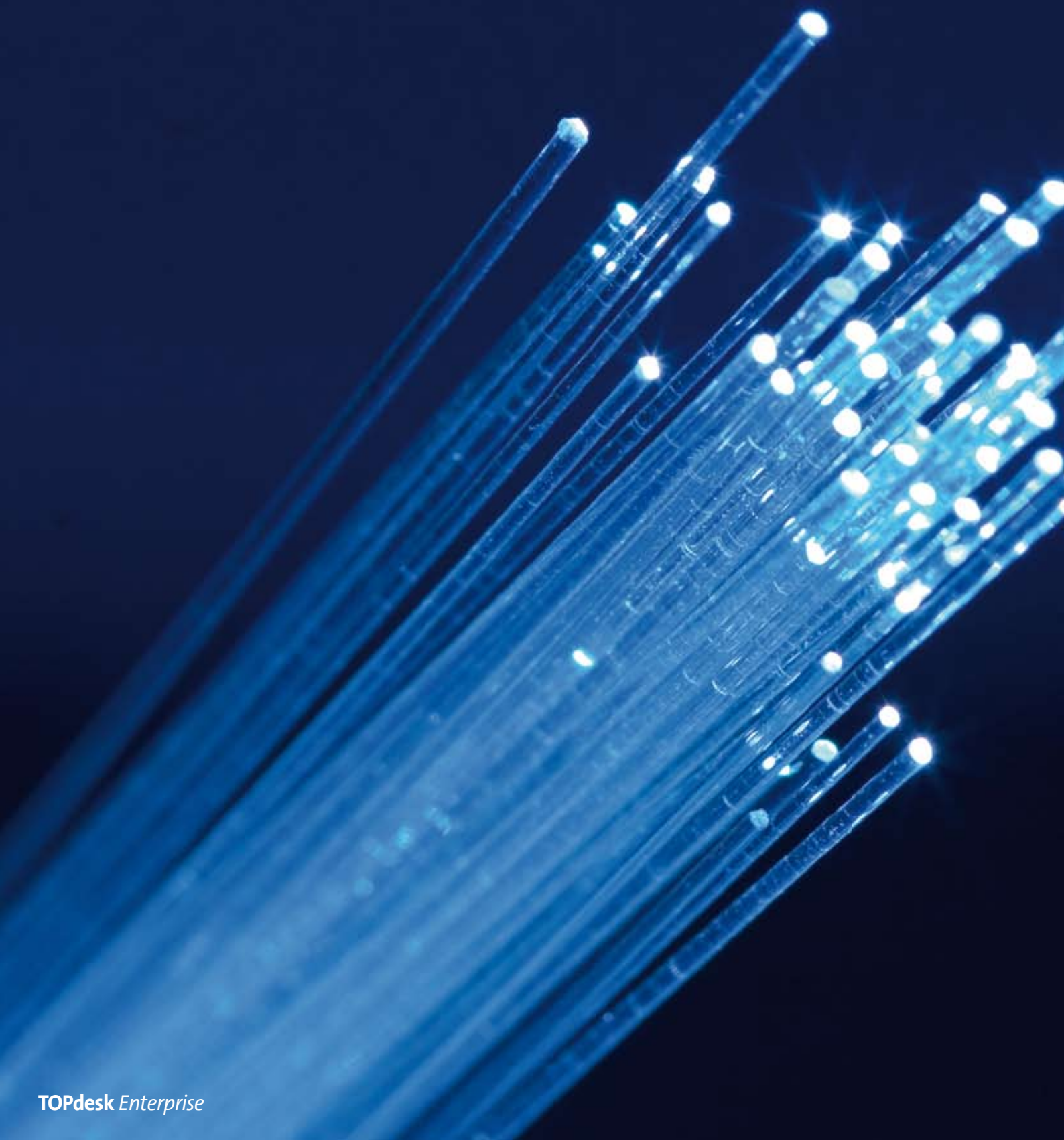
Reservations and Lease management

Within an organisation employees make use of a diverse range of facilities, including rooms, laptops, telephones and projectors. TOPdesk's Reservations and Lease management module enables you to easily reserve such equipment. When reserving a meeting room for example, additional items can be taken care of such as catering or the number of chairs required. Reservations and Lease management is linked to the Configuration management process in TOPdesk.

Property management

Buildings, storage spaces, grounds and anything related to these can be registered in Property management. In addition certain properties can be entered in order to describe the type of room for instance. It is also easy to acquire insight into the various processes which concern these buildings or rooms.

TECHNOLOGY FOR THE FUTURE



As your organisation grows, it is important that your software grows with it. You do not wish to be limited in user possibilities and technology. TOPdesk is prepared for the future in this way; TOPdesk helps you to grow.

Migration

Our Consultancy department will assist you during the migration to TOPdesk Enterprise. The consultant(s) will ensure a smooth migration of data and procedures.

Your infrastructure is important; therefore TOPdesk Enterprise can be adjusted to your current environment and not the other way around. The application works in a Linux environment for example. TOPdesk Enterprise also supports various database standards, including Oracle® and Microsoft® SQL.

Integration with other applications

Our System integration department can assist you with the periodic copying of data from existing databases. We import data from staff databases, CRM applications or configuration databases on the basis of AD, NDS, MS Excel, MS Access, SQL and Oracle (among others). We also look after the integration of TOPdesk Enterprise with applications which you already use.

Decentral service desks

Does your service desk operate from different locations? One central database in TOPdesk Enterprise means that you can provide all your service desk employees with access to one central application. Those involved will always have access to the correct data. You can also link autonomous service desks via TOPdesk Enterprise, as well as work with multiple databases via a satellite link, when you do in fact want the disciplines to remain separate.

Shared Service Centre

Setting up a Shared Service Centre can be beneficial for the ICT service desk, the facilities department and the HRM department. TOPdesk can be implemented in several different departments, to form a Shared Service Centre; and ultimately increase the efficiency of the organisation. All calls can then be registered in a central location by one service desk in TOPdesk.

Overview of processes and functionalities

- + 100% web-based, platform independent
- + Databases: Oracle® Microsoft® SQL (among others)
- + Modular, adjustable, multilingual
- + Based on ITIL and MOF
- + ISO and SOx compliant

CONFIGURATION MANAGEMENT

- + Registration of assets eg. hardware, software, telephone systems, inventory items
- + TOPsis

INCIDENT MANAGEMENT

- + Registration of questions and malfunctions
- + Contact moments
- + CTI link
- + Self Service Help Desk; central information portal
- + Work orders
- + Knowledge base and Standard solutions

PROBLEM MANAGEMENT

- + Filter, analysis, known errors

CHANGE MANAGEMENT

- + Plan change routes
- + Templates and Version management
- + Gantt charts / Graphic overviews
- + CAB

SERVICE LEVEL MANAGEMENT

- + Contracts and SLAs
- + Service Windows

SURVEYS

- + Questions, campaigns, market research and mailings

PROJECT MANAGEMENT

- + Structure projects

STOCK AND ORDER

- + Order requests
- + Manage stock and safety stock
- + Bookkeeping process flow information

RESERVATIONS AND LEASE MANAGEMENT

- + Reserving and leasing rooms, equipment, etc.

PROPERTY MANAGEMENT

- + Register buildings, storage spaces, etc. and related properties

DECENTRAL INSTALLATIONS

- + Autonomous service desks
- + Possible satellite link

SHARED SERVICE CENTRE

- + Seamless integration with other disciplines including facilities and HRM

REPORTS

- + Use embedded report wizards to create reports
- + Make KPIs measurable
- + Maintain control of quality and service levels

SERVICES

Supplying software involves more than simply the delivery of a CD-ROM. Software is of little use without an application fine-tuned to the wishes and requirements of the user. When implementing TOPdesk software we will help you every step of the way: from training your employees to providing ongoing support in the use of the application.

Implementation

You will not be left alone during the implementation of TOPdesk. Our Consultancy department will be there to assist you. They will help you to integrate TOPdesk within your existing infrastructure and with your current work procedures. The implementation of TOPdesk will take place based on your specific wishes.

System integration

Do you have particular wishes with regard to service management software? Perhaps TOPdesk does not entirely comply with these wishes? Our System integration department will design bespoke work solutions for you and carry these out. This can include creating

a link from TOPdesk to your staff administration, creating a new logic for company specific applications or adapting the TOPdesk interface to your corporate image.

Training

Get a new employee started or refresh your knowledge with one of our courses. Your employees will soon become TOPdesk experts. We offer many different courses, including those for the use of TOPdesk Enterprise at a basic and advanced level.

All courses are held on location.

MORE INFORMATION?

Would you like to find out more about TOPdesk Enterprise or one of the other TOPdesk products or services? You can request more information at www.topdesk.com or by calling us on +44 (0) 20 8846 8516. We will happily show you what TOPdesk can do for your organisation.

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