

Novo Solutions, Inc.
Innovative, Customer Support Solutions

Best Practices Series:

Consolidating Request Management through a Central, Shared Services, Web Based Service Desk



A Novo Solutions Executive Business Brief



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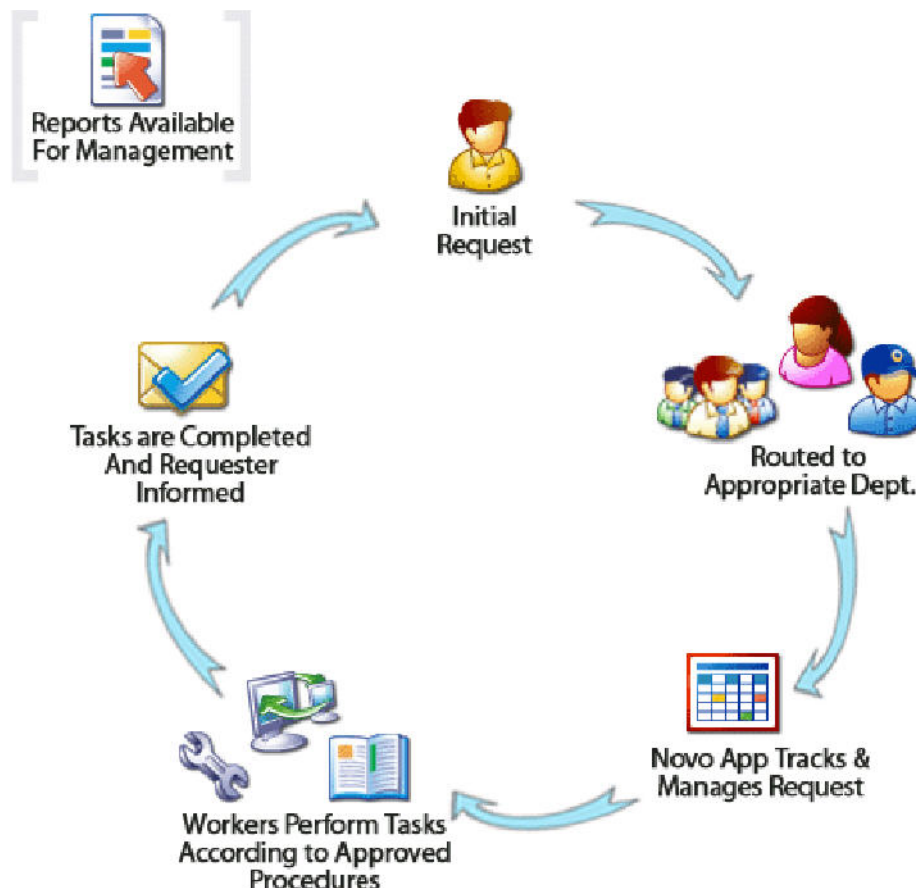
Shared Services:

Think for a moment about how work gets done within your organization, particularly how employees or managers:

1. request other people do something for them (i.e. ask for approval, ask for a task to be done, or submit information to them),
2. how those other people receive and process that request or information (i.e. requests are received from multiple people, the tasks are prioritized and worked on),
3. how specifically tasks are done (i.e. according to a certain standard or procedure),
4. how they notify the original requestor/submitter when the task is completed, the request approved or the information confirmed, and
5. how all of these requests and information submissions are tracked and reported on.

The Novo request management software is an excellent tool for efficiently managing requests throughout your entire organization.

Shared Services Management Cycle



Challenge:

The lack of a central, cohesive communications system presents a wide range of challenges to many organizations.

- Employees often have a hard time finding the information they need to do their jobs and lose time trying to locate the appropriate form necessary for submitting a request
- Time is lost with back and forth correspondence to ensure appropriate information needed to complete the request is provided
- If strict adherence to standard processes and procedures is not maintained, regulatory compliance could be adversely affected
- Requests can "fall through the cracks" or have unnecessary delays because they are submitted via paper or email with no tracking system
- Paper forms and email have the inherent problem of manual routing and lack of trace ability and report ability
- Typically, no one department can justify purchasing an electronic request management system on their own, except maybe IT

Often organizations will utilize different tracking software in different departments. This is costly to implement and maintain, and reporting is independent and not cohesive.

What would the value be for your organization if employees had a central "Go To" location to get everything they need - access to policies, procedures, documents, etc. and the ability to submit and track requests for multiple departments.?

Solution:

Consolidate multi-departmental information and service requests into a single Intranet web portal that enables users to:

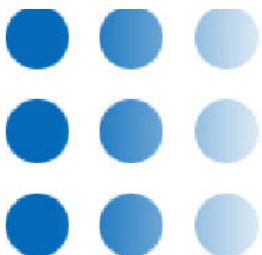
1. quickly and easily find the information they need, and
2. submit and track service requests for all departments.

Key Features At A Glance:

- **Customizable Fields & Forms** - allow forms to be easily tailored for each department's unique type of requests
- **Centralized Web Portal** - provides a central location for accessing essential information, submitting requests and tracking progress across departments
- **Flexible Business Rules** - provides automated routing of requests based on various conditions or types of forms
- **Powerful Workflows** - allows standard work processes/procedures to be defined and followed
- **Custom Report/Chart Builder** - provides the ability to easily select and report on the tables and fields you need information from
- **Executive Dashboard** - provides departmental and senior management with vital performance metrics

What it can do for you - Benefits:

- **Increase Organizational Performance** - with employees and managers being able to use a single, standard approach of submitting requests and information and working on requests from others, training needs are reduced, errors are reduced, requests "falling through the cracks" is reduced or eliminated and service levels can be monitored and managed.



- **Maintain Compliance to Standards or Regulations** - custom pre-defined workflows can be used to ensure that the appropriate steps/procedures for a particular type of request are followed consistently. Historical reporting shows auditors how compliance has been maintained
- **Provide Insight** - with click through dashboard charts, managers can see in real time what is going on (or not going on if requests are not being worked on). This helps ensure that service delivery standards (i.e. SLAs) are being met. This provides departmental AND organization-wide insight.
- **Reduce Costs** - using a single software solution versus each department doing their own thing, reduces software maintenance costs as well as operational costs in maintaining multiple applications
- **Maintain Departmental Ownership of Data** - since permissions can be structured for each department (and each user within the department) they maintain in control of their data (requests, tasks and information). This gives departmental managers an increased comfort level.

Examples of Shared Management Uses:

- **Facilities/Maintenance** - requesting desk moves, office moves, etc.
- **Telecom** - requesting phone related changes
- **IT** - Help Desk requests
- **Change Management** - requesting a change to the IT infrastructure (many of these require formal change management processes be followed)
- **Procurement requests** - requesting that something be ordered - needs approval processes
- **Mini-Project Management** - tracking various small projects that involve multiple people doing various things in a particular order

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