



Shared Services

Reduce costs by deploying a single software solution across multiple departments

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Shared Services—what is it?

With more and more organizations needing to reduce costs and streamline operations, Shared Services is becoming a great way to bring down expenses without compromising on your ROI.

Facility Sharing

There are several ways to implement a Shared Services environment. One option is to consolidate multiple support areas or call centers into a single operation. For example, your company may provide support through multiple departments. IT may provide internal support, while at the same time you may have a customer facing support operation to manage outside requests. This 'Shared Service' environment allows you to bring multiple departments together into one. You can then consolidate agents, facilities, hardware, and software. While this type of merger may require a good amount of re-structuring, when implemented in medium to large companies, it can greatly reduce costs.

Software Sharing

Another, more simple approach to 'Shared Services' is to share software across multiple departments. For example, request management is typically required by multiple departments. IT workers need to handle internal requests coming to the Help Desk. Customer support agents need to manage external customer requests and problems. Even Human Resources departments have employee requests that need to be managed to ensure compliance is maintained and effective benefits management is being carried out.

In a typical organization, each department purchases the software that they need in order to do their jobs. This requires a full software research project, implementing the applications, as well as all the training knowledge/documentation for the various apps. Ultimately companies find themselves working with multiple vendors, requiring different training & support knowledge, and multiple maintenance & support renewals to manage.



The ideal solution is a single software application that meets the needs of multiple departments!

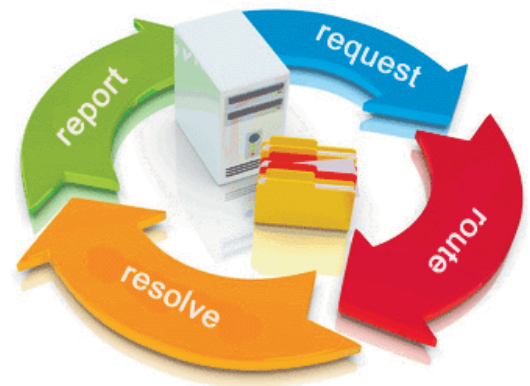




“A robust help desk software tool can track many kinds of requests....not just Help Desk!”

A robust and flexible Request management application (also known as help desk software) can often be used for other request management needs as well.

When researching software look for these features to ensure an efficient and effective Shared Service environment:



- **Flexible User Web Portals** - Each department should have the ability to customize their own Request forms so that they can get the information they require to appropriately respond to the request. Not all departments need to see every field. Providing specialized Request forms for each department using the application streamlines tasks by avoiding unnecessary clutter.
- **Secure Permissions** – It is essential that departmental data stays secure. Secure permission capabilities must be in place so that Requests for one department are not viewable by another department (i.e. HR and IT). This is especially important when a software application is shared across departments.
- **Robust Reporting** – Each department has its own unique reporting needs. In addition to standard or predefined reports, the tool should have the ability to easily create reports specific to each department. Like other data, reporting should also be kept private between departments.
- **Flexible Rules & Workflows** – Rules and Work Flows can streamline processes to make operations run smooth and avoid manual tasks. They should have the ability to automatically route Requests to the appropriate department, and, if necessary, trigger the creation of work flow tasks with email notifications to the appropriate personnel/departments based on information supplied by the requestor .
- **Room for Growth** – Ensure you are using software that you will not outgrow in time. This not only relates to the number of users the system can handle, but the solution should be flexible enough to be easily adapted as your business needs change. Many Help Desk Software solutions are created to specifically handle just IT Help Desk requests. When researching solutions, be sure to learn about how easy and flexible the solution is. A Help Desk/Request Management solution should allow you to easily define custom fields, custom request forms, custom rules (on any field), custom work flows and custom reports and dashboards. Even if your current need is to simply track requests for a single department, if you ensure that the solution has the flexibility build in, you can easily and cost effectively extend its use to other departments as your business or organizational needs change.



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- **Think 'Cloud'** - Cloud services take the hassle out of installing and maintaining a software package on your own server infrastructure. This allows you to implement and gain the benefit of the software much faster and cheaper than purchasing a solution you have to install yourself. With a cloud solution you also gain the benefit of spreading the cost of the solution out over time, eliminating the need for large, up front purchases. A Cloud based solution also gives you the ability to easily "Try Before You Buy" which minimizes your risk of making a wrong decision.

Shared Services is becoming more and more commonplace in business and in the government sectors, and it is easy to see why. It just makes sense to consolidate where possible, especially when functionality is not compromised.

For more information on Novo for Shared Services visit our website:
www.novosolutions.com/solutions/shared-services.



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