

helpLine Professional Server

The comprehensive ITSM solution according to ITIL 3

With 9 ITIL 2011-disciplines certified according to PinkVERIFY, the helpLine Professional Server is one of the leading IT service management solutions throughout the world. Our customers use helpLine for the management, automation and continuous improvement of their IT-services in the sense of a consequent IT business alignment.

The particular strength of the helpLine Professional Server is the consequent automation of the operative service business. A safe basis for this is provided by the dynamic Service Portfolio Management and an intelligent Service Asset and Configuration Management. Further values can be generated thanks to the unrivalled helpLine process control – far beyond regular ITSM. This is how the added value of the IT organisation is increased and its services become visible throughout the company.

Benefit from 15 years of experience in IT service management and use the helpLine Professional Server for providing customer-oriented and competitive business services with your service organisation!

Proactive service design

The design and the continuous advancement of a concrete range of IT services for the business represents an important responsibility of the IT strategy. Especially in the field of Service Design ITIL V3 defines new process standards that are even more geared to the business. With an innovative Service Portfolio Management the helpLine Professional Server offers you effective methods for implementing the results of your Service Design optimally into the daily practice of the IT service. Via the certified helpLine Service Catalogue Management you image your range of business services transparently for all parties involved in the service process, such as customers, service staff or service providers. Business services are imaged in relation to the technical services underneath. In the helpLine Professional Server you can deposit all the contracts concluded with customers, internal, or external suppliers and thus define the details of the services as service level agreements, operational level agreements or underpinning contracts. Using the helpLine Service Portfolio Management you provide a comprehensive basis for high-quality and efficient business services and guarantee that people living service in business and IT speak the same language.

Automation of the service operation

When basing their IT services on ITIL, most organisations pursue two central objectives: Firstly, defined quality standards of business services shall be reliably complied with using

Your advantages

Advisory service with guarantee for success

Based on their know-how of hundreds of ITSM-projects, our experienced ITIL-specialists support you in the creation of your solution. This is how you guarantee the long-term success of your ITSM-system.

helpLine User Experience

You operate all required processes, the administration of services and CMDB as well as the evaluation framework in a uniform interface that complies with all requirements of the modern software user.

Individual

You would like to establish innovative processes, introduce most modern CIs or administer new SLAs? – The helpLine Professional Server is open for your individual needs or new challenges of your business.

Transparent

Thanks to the evaluation mechanisms of the helpLine Professional Server you prove the added value of the IT for the business and provide an increased perception for your first-class service throughout the company.

Controlled

Carry out amendments and improvements in a controlled way, in order to avoid interferences and to adhere to compliance requirements!



best practices. Secondly, it is intended to achieve more efficient processes and therefore with cost advantages in the long term. These two objectives are significantly supported by the automation of reproducible service processes using the helpLine Professional Server. Thanks to the helpLine Professional Server you control the substantial processes in IT service management – Incident Management, Problem Management and Change Management – via an unrivalled, intuitive solution. Even processes newly introduced in ITIL V3 such as Request Fulfilment, Event Management and Knowledge Management are integrated into the helpLine Professional Server. This is how you provide a proactive service structure in which you minimize downtimes, solve interferences rapidly and comply with the requirements of the business comprehensively.

Reliably verifying each CI

A further substantial contribution to the efficiency of the IT service management is provided by the helpLine Professional Server with its comprehensive Service Asset and Configuration Management. Supported by a modern data exchange architecture, you therewith image all important information of the Configuration Management Database (CMDB) or the Configuration Management System in a central data model. People involved in delivering a service thus benefit from an integrated view of business services, technical services and the underlying infrastructure as well as the linkages between these. This clearly arranged representation supports the

different service processes within the overall service lifecycle. In the helpLine Professional Server you also define your configuration management baselines in a comfortable way. Using the automated logging of changes and the option of planned-versus-actual comparisons you can use helpLine to manage changes of CIs in a controlled way and avoid interferences. Thanks to protected change routines and permanently up-to-date inventory verification you can meet current compliance requirements.

Measuring and improving services

With the process Continual Service Improvement ITIL recommends measures for the permanent improvement of services. This process requires the consequent monitoring of a service based on defined objectives. Thanks to the helpLine Professional Server you may benefit from a clear and uniform measuring system which helps you to monitor the service specifically based on relevant criteria. In the helpLine Professional Server you define individual KPIs (Key Performance Indicators) according to your targets, for example the percentage availability of a service or a maximum number of interferences per month. Based on these parameters helpLine monitors the service processes and provides all important information for the analysis of the service performance. On this basis you obtain an overview about the contractual fidelity of your internal and external service providers and in the event of undesirable developments may take controlled action. The business value of your ser-

vices becomes verifiable via reporting. Thanks to a consequent evaluation of the data gained you will substantially increase the process and cost efficiency of your IT service management!

Providing individual added values

Following our longstanding experience, one thing is for sure: All over the world, companies act upon ITIL-standards; however, every organisation has its own centres of gravity. Even if imaging processes of different companies is similar on the paper, the degree of the required tool support in the service operation often differs substantially. Therefore, the helpLine Professional Server is designed so that all processes may be adapted according to their special requirements – no matter whether it is just company-specific conceptual terms or complex additional sub-processes like a dedicated approval process for a particularly safety-sensitive department which is required to be considered in the Change Management. With the helpLine Professional Server you have the freedom to adapt all processes and the underlying CI or service definitions according to your requirements at any time. And: You may also use the unrivalled power of the helpLine Professional Server in the automation of workflows for processes outside of IT. All the while you benefit from the intelligent helpLine software architecture. Your individual adaptations are always stored in a way so that they are available to your organisation in the long term, independent of system updates.