

IT Service Management



ULTIMO

S O F T W A R E S O L U T I O N S

Introduction

Ultimo has specialised in software solutions for process optimisation since 1988. With our modular, scalable solutions we provide the flexibility you need to perfectly fit the solution to your unique working environment. You can achieve additional synergy by incorporating other supporting processes in the Ultimo software so you have all your data in a single custom solution.

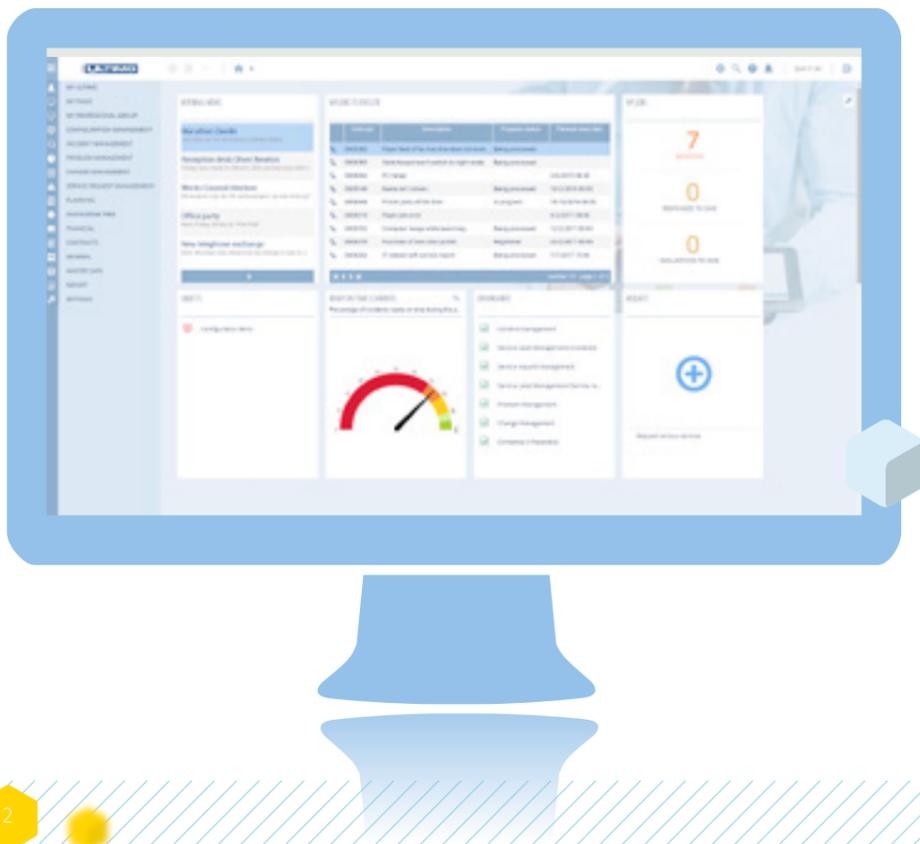
Our software is developed in close collaboration with our customers. Because of this, our solutions excel in user-friendliness. Navigating through the software feels very intuitive and the clearly structured look and feel makes it easy to quickly access relevant information.

Ultimo is scalable, which means they can be used effectively by SMEs as well as large multinationals. Our software not only facilitates the growth of your business but also grows along with it. By giving you the option to adapt the solution to your unique situation, we enable you to control the investment and keep the implementation manageable.

You can either choose to purchase an Ultimo software solution license or enter into a monthly rental agreement in the form of a SaaS (Software as a Service) subscription. The first option will give you control of the management of the software while the second option limits the initial investment needed to start benefitting from the added value Ultimo brings to your business.

Ultimo recognises that providing great software solutions is not enough in today's environment. That is why we put tremendous effort in delivering world-class support through our experienced consultants, wide range of training courses and well-trained help desk employees.

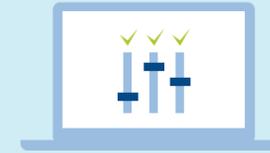
Streamline your supporting processes with Ultimo's software solutions and services!



Ultimo Characteristics

Customisable Software Solutions

Ultimo solutions are established, user-friendly software with a proven track record of optimising supporting processes for our customers. Ultimo software has a modular design so they can be easily customised to your needs by cherry-picking the modules you think have added value for your business. In addition, you will be able to use the Ultimo Customization Tool, which is a standard feature in all of our solutions, to further personalise the Ultimo software if necessary.



A Sound Investment

By investing in Ultimo software you will benefit from technologically advanced software solutions, which are supported by our own software development team. This guarantees your Ultimo software can be used effectively for years to come. Combine this with a proven track record of reducing operational costs and providing added value to your business, and you end up with a truly sound investment.



One Comprehensive Solution for All Supporting Processes

Ultimo can be used perfectly well as a stand-alone solution but is also designed to be the integral tool for IT Service Management, Facility Management, Maintenance Management, Fleet Management and Infra Asset Management if so desired. It would then incorporate all your supporting processes in one comprehensive solution, regardless of the size of your company, to maximise the synergy and efficiency within your company. It would also allow for complete insight into your assets and improve decision-making considerably.



A Trustworthy Business Partner Since 1988

At Ultimo we are committed to the success of our customers. This is exemplified by the close involvement of our customers in the development of our process optimisation software. This approach leads to truly market-driven, practical software that is very easy to use, resulting in over 1,500 satisfied customers enjoying the added value of Ultimo on a daily basis.



Ultimo flexibility with the Ultimo Customization Tool

At Ultimo we strongly believe our software needs to be adaptable to your specific working environment instead of the other way around. That is why we developed the Ultimo Customization Tool, which allows you to make adjustments (to a certain extent) within the standard software to fit your working environment in the best way possible.

Good examples of what the Ultimo Customization Tool brings to the table are: putting authorisations in place, adjusting and/or creating screens and menus, adding additional fields or tables and creating additional links within the system. These adjustments can either be implemented by the customer or by Ultimo if required.

Utilise Modern, Cutting-Edge ITSM Software

Ultimo IT Service Management is a complete, flexible and modern solution which allows you to proactively manage your IT assets and corresponding supporting processes. The Ultimo ITSM software is based on the most common ITIL services and is ISM-certified. Ultimo ITSM customers benefit from cost reductions, valuable insights into your assets, improved decision-making, boosted efficiency, and a higher quality of work within your organisation. In short, Ultimo ITSM will take your IT department to the next level!

Streamline Incident Reporting and Service Requests Processes

By using the Ultimo ITSM modules Knowledge Tree and Service Level Agreements you can significantly improve the quality and efficiency when it comes to processing incidents and service requests via your service desk. These modules ensure your staff is well-equipped to optimally perform first-line processing.

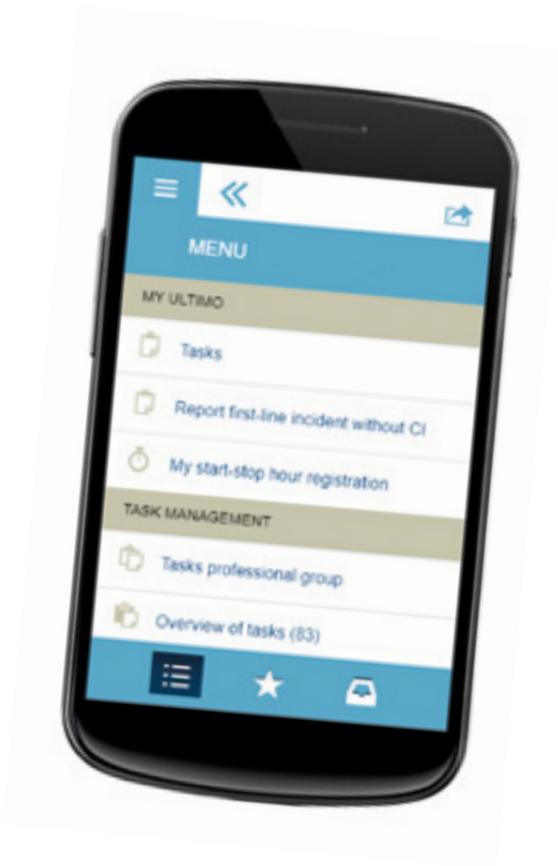
Furthermore, you can actively involve your customers in these processes via the Ultimo Self-Service module. This module enables your customers to directly submit reports in the system and opens two-way communication within the system. By giving them access to the Knowledge Tree module as well, you can often prevent reports from being actually submitted, which lowers the pressure on your service desk.

Take Complete Control of Your IT Environment

Ultimo recognises the crucial importance of the IT environment to an organisation. That importance is also the reason why having full insight into your IT environment should be a key priority for any business. Ultimo's ITSM software provides you with a complete overview of your IT assets and enables you to quickly adjust your IT policy if necessary. Optimise your configuration management, problems and known errors management, and change management in one comprehensive solution. In addition, Ultimo ITSM also covers contract management, release management, depreciation and replacement, and stock management and the purchase of IT assets.

Ultimo Fits All Sizes

The scalability of Ultimo's software in combination with its flexibility and modular design ensures our software is a perfect fit for both SMEs and large multinationals. You are free to choose the solution that fits your needs and budget best at that time, and we have the necessary experience to advise you in that regard if needed. Best of all, Ultimo's solutions not only facilitate further growth of your business but actually grow along with you!

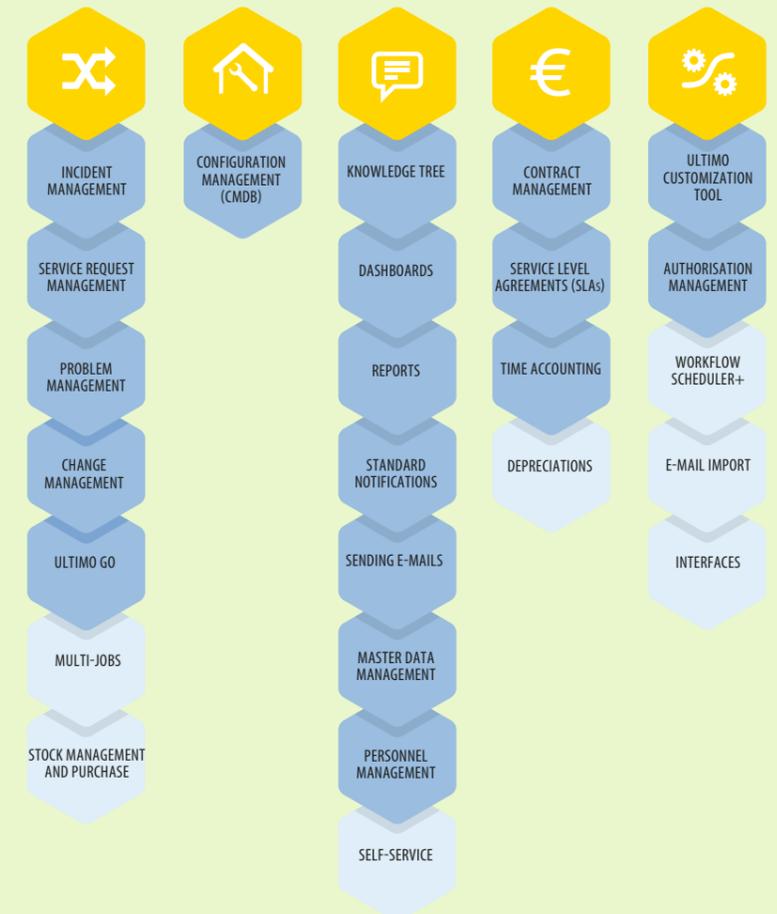


Modules

As stated, Ultimo's software solutions are modular in design. This applies to ITSM as well, as it consists of a number of standard modules and can be expanded by adding additional modules on top of the standard modules already incorporated in ITSM. In the overview below the different standard and optional modules will be discussed briefly.



IT Service Management



- WORKFLOW
- OBJECTS
- COMMUNICATION
- FINANCES
- FLEXIBILITY & TECHNOLOGY
- STANDARD
- OPTIONAL

Can also be combined with our solutions for:

- Facility Management
- Fleet Management
- Maintenance Management
- Infra Asset Management



Incident Management

Incident Management is an essential part of the activities of an IT department. This module facilitates the registration of incidents in a structured, orderly fashion, enabling you to build up a consistent history of incidents and employee actions. By recording this data, you will reduce the time it takes to solve a first-line incident report because staff can now compare the specifics of the incident with previous incidents and the solutions that were used to solve them.

If a first-line incident cannot be solved, it can be converted into a second-line report. It is also possible to split up the incident into sub-incidents or to submit a change request on the basis of an incident.

Service Request Management

In addition to the incident reports your IT department receives, there are also service requests they need to attend to such as password resets or a request for assistance in the workplace. It is important to distinguish the service requests from the incident reports in order to better structure your services, as stated in ITIL 3. This will improve efficiency and boost the productivity of your employees.

In addition, the Service Request Management module also enables you to generate periodically recurrent operations, better known as operations management.

Problem Management

By analysing submitted incident reports, you will gain insight into occurring trends. For example, certain incidents can appear to be structural rather than incidental. Problem Management enables you to group these incidents and convert them into known errors while simultaneously providing a solution for these known errors. By taking advantage of this existing knowledge you will reduce the number of future incidents.

Change Management

Change Management enables you to have full control over changes and adjustments you want to implement within your IT environment. By implementing a structured workflow and templates, including a Gantt chart for example, you minimise the chance of wrongfully implementing adjustments or mutually dependent change jobs. Change Management has a natural synergy with Release Management, which regulates your releases in a transparent manner.

Multijobs

Multijobs has been designed specifically for the coordination of multidisciplinary activities in which multiple departments need to contribute to successfully complete the process. Multijobs ensures these processes are set up in the most efficient manner possible to ensure a smooth flow of events without any miscommunications.

Stock Management and Purchase

Manage your stocks and the purchase of assets effectively by registering your complete process: from quotation request to the order, delivery and invoicing. You can also integrate your webshop into the Stock Management and Purchase module by using the Self-Service module as well.

Configuration Management (CMDB)

Create insight into your hardware, software, telephony and other configuration items by using the Configuration Management (CMDB) module. You can also link all relevant information to the configuration items including organisational and technical information, images, documents, service contracts and employees. In addition, integration with your network inventory tools and SCCM systems keeps your CMDB up-to-date.

Your advantages

- + Benefit from processing incidents in a structured, clear manner within a tightly directed IT environment.
- + Create a distinction between service requests and incidents to better structure your services and boost efficiency and productivity.
- + Reduce the number of incidents by grouping structural incidents and analysing them.
- + Safeguard all relevant data concerning your configurations by registering them in a structured way.

Your help desk is more transparent,
increasing efficiency and improving
the service to the customers



Knowledge Tree

Knowledge Tree lets you increase the processing speed of incidents by using built-up registered knowledge to quickly find solutions for incidents and thereby relieve pressure on your back office. It is also possible to use suggestions. Based on the description of an incident, possible solutions are suggested to help solve the issue as fast as possible. When integrated within the Self-Service module, users can be given a solution even before reporting the incident. This reduces the number of incidents and relieves further pressure on your back office.

Dashboards

Dashboards ensures you can and monitor focus on your important KPIs. They provide a visual insight into the planning, execution and progress of activities, which is important to safeguard your Service Level Agreements. The QlikView tool is available for even more in-depth insight into your dashboards and presents a full, dynamic and interactive management overview.

Reports

Ultimo ITSM contains a large number of standard reports to enhance your insight into your objectives and to monitor whether you are achieving them. Any missing reports can be compiled with the use of an external reporting tool to ensure you can make full use of all the information registered within Ultimo ITSM.

Standard Notifications

Ultimo ITSM includes a number of predefined notifications with regards to, among others, status changes of an incident or risk of overrunning an SLA standard. It is also possible to add additional notifications or adjust existing ones by using the optional Workflow Scheduler module.

Sending E-Mails

By using standard e-mail templates it is possible to send e-mail messages to stakeholders via the Ultimo application in order to (proactively) inform them about the progress of a report for example. The standard templates can be adjusted with the Ultimo Customization Tool or new templates can be added.

Master Data Management

Record your master data such as suppliers, documentation, sites and departments in one central place within Ultimo, making the data available for use in the entire solution. It is also possible to import master data from another application (an ERP system for example) into Ultimo.

Personnel Management

Personnel Management allows you to keep track of your employee data. It is possible to create an interface between the Ultimo solution and your Active Directory/HRM system if needed.

Self-Service

Self-Service enables you to incorporate your (internal) customers into your processes in an active and customer-friendly way. This opens up two-way communication, improves efficiency and prevents miscommunications.

Contract Management

Contract Management provides you with increased structure and insight into your contracts and insurances. It also records durations and terms of notice so you can easily adjust or cancel agreements in time. It is also possible to create links to IT assets, Service Level Agreements, activities, periodical maintenance and stock management.

Your advantages

- + Benefit from Knowledge Tree to speed up processing incidents by using the built-up knowledge in the system.
- + Gain insight into your processes by visualising them with extensive dashboards and reports which also provide robust analysis options.
- + Use selection lists and filters to export data to Excel, where you can further edit the data and present it to stakeholders.
- + Benefit from greater insight into your contracts and accompanying cost reductions.

Safeguard your SLAs to better honour the agreements with your customers

Monitor your IT environment with Ultimo's dashboards and reports



Service Level Agreements (SLAs)

By registering your services catalogue in Ultimo, Ultimo ensures the compliance with your SLAs with regards to your internal customer. Ultimo automatically chooses the appropriate SLA and service level fitting the report and then monitors the progress, taking the duration and waiting time into account. Relevant contracts can be managed with external suppliers as well.

Time Accounting

Analyse your employees' productive and non-productive hours with Time Accounting. Find out which activities take up the most time and adjust your time planning accordingly. As an additional option, the Start-Stop Time Registration module makes it easy for you to monitor time spent on an activity.

Depreciations

Use various available depreciation methods to manage the depreciations of your configuration items. The Graphic replacement planner combines the depreciation with the technical and economic life spans of your assets to determine and substantiate replacement of your assets.

Authorisation Management

Authorisation Management enables you to regulate access management per user group and user level. This is especially useful when you want to give users within a certain group different settings, or when you operate multiple sites and would like to separate authorisation settings per site.

Workflow Scheduler+

Workflow Scheduler+ allows you to set if, when and how often custom workflows need to be run. This saves the user a lot of time, increases overall efficiency and reduces the risk of mistakes.

E-Mail Import

E-Mail Import provides the option of importing e-mails into Ultimo and converting them into reports/incidents. Communication concerning existing reports is linked automatically, allowing you to work faster and more efficiently.

Interfaces

To optimise your returns from different applications and increase overall efficiency, you have the option of integrating Ultimo with other business software such as ERP systems, HRM systems, identity management systems or network inventory tools. Ultimo Business Integration Packs is a solution that delivers modern, maintainable interfaces allowing you to combine multiple data sources in one application in order to maximise the value you can get out of your data.

Ultimo Customization Tool

The Ultimo Customization Tool gives allows you to implement various adjustments to the Ultimo software without any programming work. Examples are: regulating authorisations, adapting screens, menus, fields and workflows, and creating new menus and screens. We offer a number of specific training courses for the use of the Ultimo Customization Tool in order to teach you how to effectively use it.

Your advantages

- + Take your IT organisation and services to the next level by recording and safeguarding Service Level Agreements.
- + Lower management costs by independently managing and fine-tuning your application.
- + Benefit from numerous integration possibilities with other business software to increase efficiency and reduce the administrative burden.

Support IT Service Management and Facility Management and benefit from significant cost reductions and synergy between the two modules!

Complete Solution for ITSM & Facility Management

Multidisciplinary collaboration is essential to achieve the best results possible. By combining Ultimo ITSM with Ultimo Facility Management, you will get one integral software solution for all your IT Service Management & Facility Management needs. This will result in reduced management costs and improved synergy within your company. It is also possible to add optional modules so you can fit the solution within your current work environment in the best way possible.

A Professional Service Desk

The Facility Management module provides optimal support to your service desk and gives insight into all other facility processes. As a result, the efficiency of your front office and back office improves considerably. By using the Self-Service module you can involve customers in the process, which relieves pressure on your service desk by establishing an easy two-way communication. This improves the quality of your service and ultimately increases customer satisfaction.

Insight into Your Property Portfolio

Insight into your property portfolio is essential for managing your buildings as effectively as possible, especially when you operate more than one building. Ultimo Facility Management provides insight into your available buildings and rooms. It also lets you register your rental administration and reserve rooms in an efficient way. Corresponding activities, such as catering and inventory, are forwarded to the right back office immediately. In addition, UFM gives you the option to create maintenance schedules, arrange long-term maintenance and periodical checks, and it can coordinate the execution of the maintenance as well.

Dashboards & Reports

Analyse results and monitor KPIs via the customisable dashboards. For even deeper analysis, create your own reports and/or use the Ultimo Facility Management QlikView templates to obtain unparalleled insight into your internal processes.

More Information

Ultimo Facility Management comprises an extensive basic package and numerous optional modules to optimise your facility working processes. For more information on Ultimo Facility Management, please check the Ultimo Facility Management brochure. If you are looking to professionalise IT Service Management and Facility Management you can request a specific proposal from Ultimo.

Ultimo Go & Ultimo Go+

Ultimo Go and Ultimo Go+ allow you to work via your smartphone or tablet so you are no longer bound to the computer in your workplace. You can process and create activities on site and have full access to the information stored in the solution by using the easy and intuitive touch controls.

	U GO	U GO+
Consult data of equipment, inventory, buildings, etc.	●	●
Consult data of suppliers and personnel	●	●
Consult, generate or process work orders	●	●
Article registration for work orders	●	●
Process inspections	●	●
Consults reservations	●	●
Consult contracts (e.g. with suppliers)	●	●
Consult work permits	●	●
Consult and process Lockout / Tagout	●	●
Use the device to get in touch directly with contacts (phone / e-mail)	●	●
Camera integration (link photos)	●	●
Configure / parameterise functionality (by Ultimo)	●	●
Available offline: ability to work without an internet connection		●
Scan (QR code, barcode)		●
Take stock of objects in a room by using QR codes		●
GPS integration		●
Sign for approval and validation (standard for Medical Technology back office; can be set up by a consultant for other back offices.)		●
Validation work permits also possible		●



Ask us for more information on the hardware and software requirements.

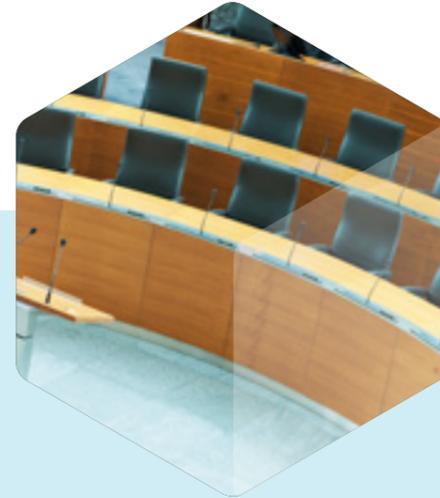


References in Every Branch

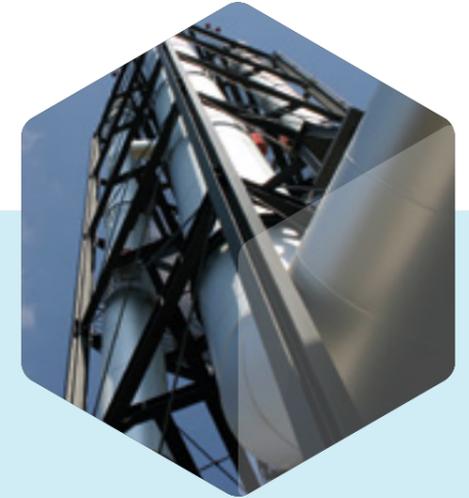
Ultimo software is used in all conceivable branches: from professional services to healthcare, government, semi-government, education, logistics, industry and leisure. Ultimo offers custom support to internationally oriented customers as well. Ultimo software is currently available in German, English, French and Dutch.



Professional services



Government



Industry



Education



Leisure



Logistics



Health care



Environment & Energy

Tens of thousands daily Ultimo users

Visit our website or YouTube channel for practical lessons and customer stories about their experience with Ultimo. Or just get in contact with us and ask for a fitting reference for your organisation. We are happy to be of service.



www.youtube.com/UltimoSoftware

Renting (SaaS) or Buying (On-Premise)?

It is possible to either rent or buy Ultimo. Your choice does not affect the available functionality, as Ultimo is a fully web-based solution in both formats.

Renting Ultimo (SaaS)

Are you worried about managing and supporting the software? Are you hesitant about the initial investment? Then renting Ultimo via our Software as a Service (SaaS) format is highly recommended. With Ultimo SaaS, you purchase an Ultimo subscription via a monthly fee while benefitting from our world-class cloud services.

Advantages of Ultimo SaaS

- + A monthly subscription fee and significantly lower initial investment
- + Various support packages to support the management, updates and maintenance of the software
- + Store your data in the cloud on our well-secured servers

Buying Ultimo (On-Premise)

If you would rather purchase and bring the software under your own management, buying Ultimo is the way to go for you. You acquire the right of use, but we can still assist with installing, implementing, updating and maintenance of the software if needed. If you want to buy the software but do not want to be bothered with the infrastructural aspect, we can also offer hosting services.

Advantages of Ultimo On-Premise

- + Low total costs after the initial investment
- + Full control over the management of your application

Services

After purchasing Ultimo, we are there for you to support you with the implementation, train the users and offer professional Customer Support. This is always characterised by a committed attitude and pragmatic approach, as we are highly committed to the success of our customers.

Implementations

In order to be able to deliver a custom, fully functioning solution, we have developed our own implementation method based on our extensive experience (over 30 years in the business) and the PRINCE2® project management method. Generally speaking, implementations follow these stages: preliminary stage, project initiation, realisation and project conclusion. However, this is not a rigid format but can be adjusted depending on the complexity of the implementation. During the execution, our highly professional consultants will support you with expert advice and actively work together with you to ensure you get the most out of your brand-new solution.

Training Courses

Ultimo is developed on the basis of the needs of our customers and daily work floor experience and therefore excels in user-friendliness and a smooth acceptance of the solution among employees. Even so, we highly recommend training key users in the use of the software to ensure you can use the solution to its full potential. During the training, users will become acquainted with the features of the software and will be able to apply this in their daily activities. Take a look at our training brochure to learn more about the courses available and all the training possibilities.

Customer Support

In case you have any questions or are in need of support, please contact our Customer Support department. The experienced team is always at your disposal to provide advice and help where needed. When purchasing the software, a maintenance contract is agreed upon as well, which includes dealing with updates and the use of customer support.

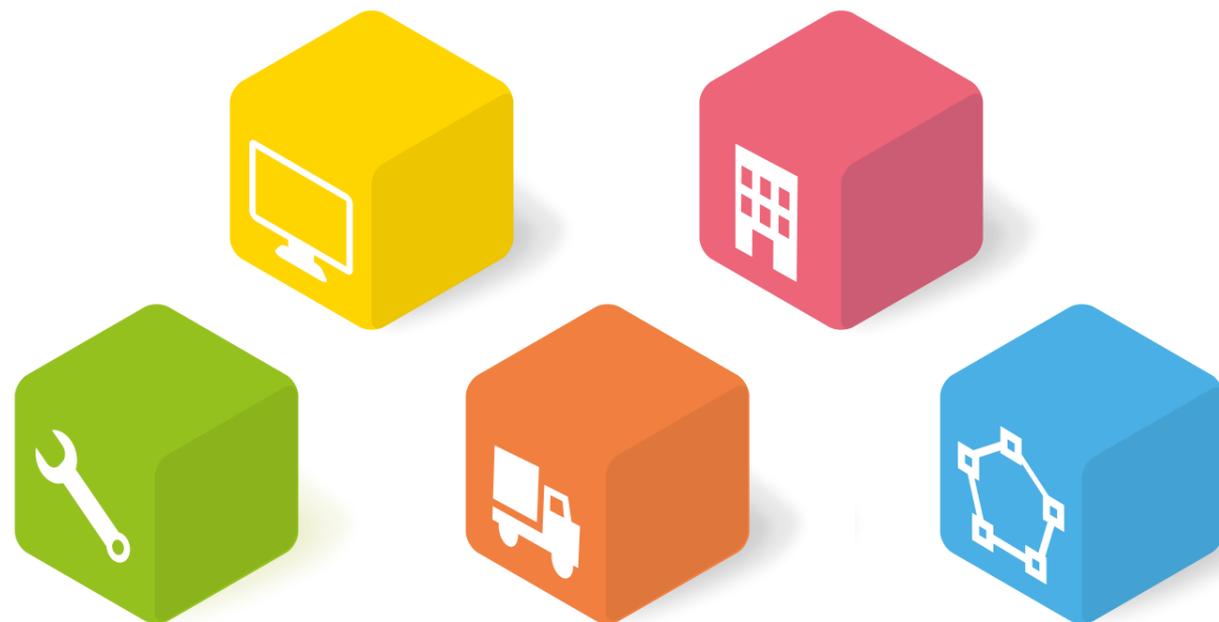


Organisation

Ultimo Software Solutions is an international company which develops, sells and supports software for the functional management of business assets and processes. Ultimo is market leader in multiple market sectors with a broad solution portfolio for Maintenance Management, Facility Management, Fleet Management, Infra Asset Management and IT Service Management. More than 1,500 customers from all over the globe profit daily from the use of Ultimo's software solutions. Ultimo currently operates offices in the Netherlands (HQ), Belgium, Germany and the United Kingdom.

The success of our company can be attributed largely to our commitment to our customers, the user-friendly and flexible nature of our software, and the emphasis on quality throughout our organisation. Development of our software always originates from the practical use of the software in real working environments and therefore fits seamlessly within the current requirements of our customers.

In addition to developing, selling and supporting business software that enables users to operate in a more sustainable way, Ultimo Software Solutions takes responsibility for the effect of company activities on people and environment and has implemented a concrete CSR policy.



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SOFTWARE SOLUTIONS

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