IT Service Management Software

VALUABLE INSIGHTS

THE IT ENVIRONMENT OF YOUR ORGANISATION IS VERY VALUABLE. AS AN IT ASSET MANAGER YOU WANT NOTHING MORE THAN STRICT CONTROL OF YOUR IT POLICY. FAST. FLEXIBLE. ACCURATE.

ULTIMO'S IT SERVICE MANAGEMENT SOFTWARE HELPS YOU OPTIMISE THE SERVICES PROVIDED BY YOUR IT DEPARTMENT. IT IMMEDIATELY GRANTS YOU MORE INSIGHT INTO YOUR IT ASSETS AND IT INFRASTRUCTURE SO YOU ALWAYS HAVE THE CORRECT INVENTORY AND CAN REACT OR ANTICIPATE DEPENDING ON THE STATUS. COMPREHENSIVE MANAGEMENT THAT MAKES WORKFLOWS RUN MORE SMOOTHLY AND ALLOWS YOU TO IMPROVE QUALITY. ALL TO MAKE AUTOMATION DO WHAT IT SHOULD.
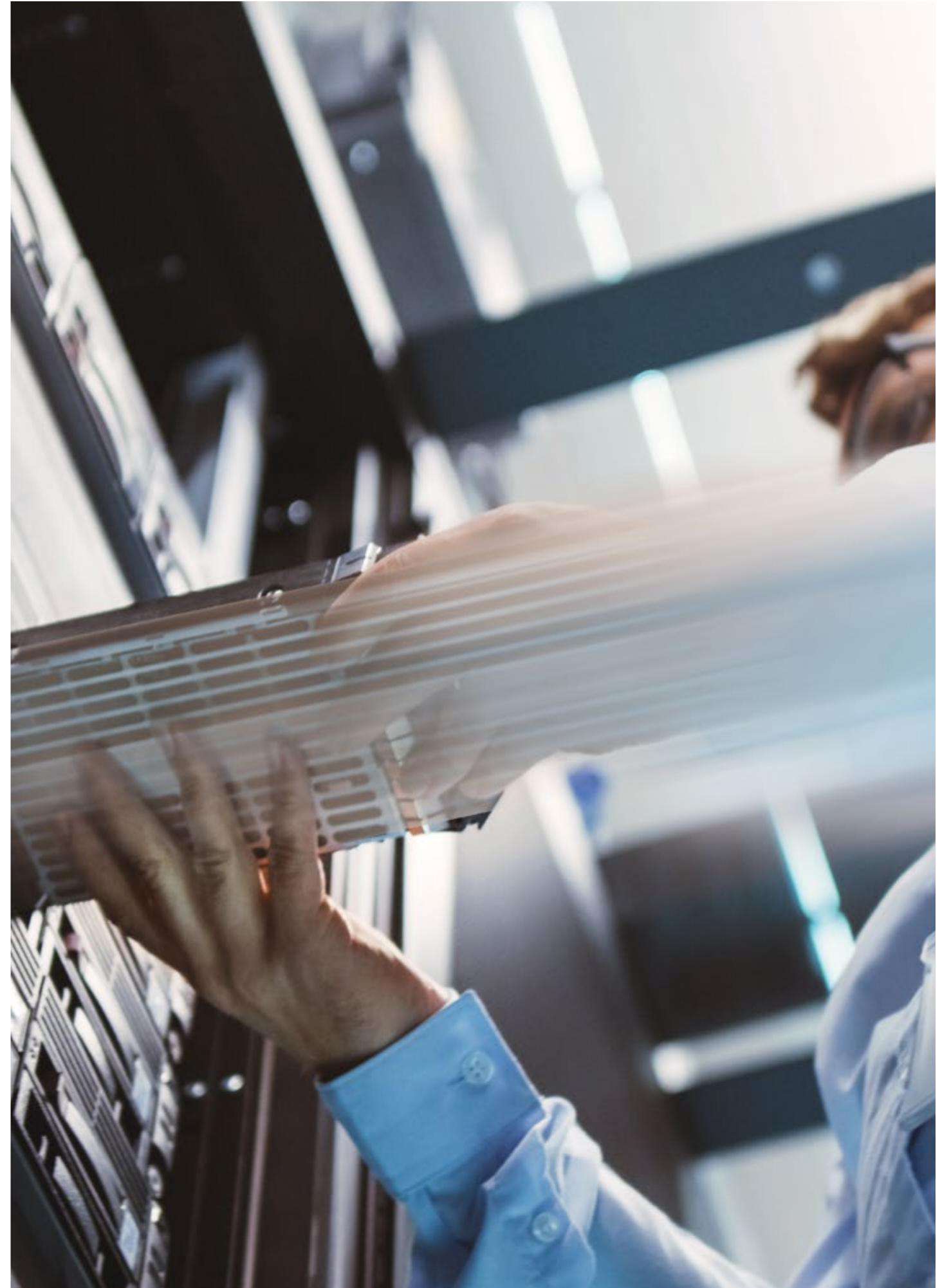
SEE VITAL SIGNS.
TAKE VITAL ACTION.

NO MATTER HOW YOU LOOK AT IT, IT SERVICE MANAGEMENT IS A PROMINENT MEMBER OF ULTIMO'S MANAGEMENT SOFTWARE SERIES, BESIDES MAINTENANCE AND FACILITY MANAGEMENT. AT ULTIMO WE KNOW ALL THE COUNTLESS PROCESSES, KNOW THE LINES OF COMMUNICATION, AND WE KNOW HOW TO SUPPORT AND LINK THEM WITH OUR SOFTWARE.

Having flexible software, which you can mould anyway you want and customise for every organisation (using the standard Customization Tool), is great. After all, processes may be similar, but all IT departments are different, and we take this into account. At Ultimo we use a modular setup of our software. This benefits the flexibility and is a direct boost to the consistency in process support because you can use the same system to automate the most diverse processes. No matter if you are responsible for a small or a larger organisation, our growth model allows you to support your organisation in all phases. All of this combined with a usability that our customers appreciate greatly.

All processes in Ultimo IT Service Management have been recorded up to the smallest detail and match the known ITIL processes. On top of that, the software is certified by our partner organisation Servitect and can be applied according to the ISM/FSM methods. Very reassuring, as is the possibility to make your own changes to the software to keep management costs low. But the greatest advantage is for your internal and external customers. Because you are improving the quality and increasing the efficiency of processing incidents and service requests by your service desk or help desk. Everything from network issues out of nowhere to 'what was my login code again?'.

THE IT CONTROL ROOM
OVERVIEW AND INTERFACES

INTEGRATING MULTIPLE SOFTWARE TOOLS MAKES IT POSSIBLE TO WORK MORE EFFICIENTLY AND YIELD BETTER RETURNS.

We are very proud of our options for Ultimo Business Integration. Our R&D team developed a setup of our software that makes it easy to link. The result: modern and maintainable interfaces with numerous systems. This allows you to integrate with network inventory tools, HR systems, including Identity Management systems, such as Active Directory, or ERP systems.

Closer to home you will benefit from the integration of multiple software applications. Because when you integrate Ultimo IT Service Management with Ultimo Facility Management, you will have one integral software tool providing synergy and helping you

save on management costs. Your service desk is supported in the best possible way and in control of all other facility processes. You will notice in both the front office(s) and the back office(s) that efficiency gets a considerable boost. Professionalising ITSM and Facility Management simultaneously has many advantages. What do you think the advantages are of the IT and Facility Management departments presenting a unified front?

Incident management
First-line incident reports are often solved quicker when incident data is recorded. The symptoms can then be compared to previous incidents, known errors and/or problems. Using the Incident Management module, you can register incidents in a simple and structured manner therefore compiling a valuable history in which the actions of employees are registered. Giving you the option to create second-line reports, for example, and to split up incidents. All of this according to the Service Level Agreements, naturally.

Service Request Management
With the Service Request Management module, you can easily distinguish service requests from incidents, in accordance with ITIL 3. Because your IT department will not only receive reported incidents, but also requests such as password resets. Or maybe a request for workplace assistance. By separating the workflow for these service requests from your regular incident management, you structure your services. Again, according to your Service Level Agreements, of course. The module also takes into account recurring actions (operations management).

Problem Management
After analysing received incidents, you might conclude that certain incidents are of a structural nature. The Problem Management module allows you to group and analyse these incidents, and to convert them into known errors. With the latter you can then implement the solution. In short: more structure and solving your incidents quicker.

Change Management
Use the Change Management module to keep an eye on changes you want to implement in your IT environment. With a structured workflow and templates (and with a Gantt chart), you increase your insight and process your changes in a structured manner. If you so desire, changes can be merged in the Release Management, with which you can manage releases in a transparent manner.

Configuration Management (CMDB)
Overview of all imaginable configuration items, such as hardware, software and telephony; easy with the Configuration Management module. You can even link all sorts of relevant information to the configurations items, such as organisational and technical information, images, documents, service contracts, personnel, executed activities and licence management. Integrations with network inventory tools keep your CMDB up-to-date.

IT Service Management software summarised

- More structure and ease in processing incidents

- Use the Service Requests module to easily distinguish between service requests and incidents

- Fix structural incidents with the Problem Management module

- Record all relevant information about your configurations and configuration items

- Use the knowledge tree integration with the built-up knowledge base for your help desk/Self-Service portal and speed up the processing of incidents

- Quick insight and/or thorough analyses with extensive dashboards or reports and Business Intelligence options

- Select and filter data for an Excel export so you can further edit and present these data

- Save considerably on costs with insight into terms and cancellation periods of contracts

- Lift your IT organisation's service to a higher level by recording and safeguarding service agreements

- Benefit from lower management costs by independently managing and fine tuning the application

- Increase efficiency and lower the administrative burden with the many options to integrate with other business software

> "We chose Ultimo because they guided us through the implementation. Ultimo is a very people-oriented organisation and takes its time for the customer."
>
> Tim Kuper, Information, Quality and Process management (IT) employee at Zorggroep Noorderboog

Dashboards and Reports

Steer on important Key Performance Indicators (KPIs)? This is possible with the standard dashboards. The dashboards give you graphic insight into the planning, execution and progress of activities, meeting Service Level Agreements, etc. Regularly view and analyse reports? Ultimo ITSM contains many standard reports. If you want even more depth, you can use Business Intelligence and other great reporting tools. Combine Ultimo with common BI tooling and get the best and most useful information. But even Ultimo end users can easily make their own list reports. Clever and quick.

DIY is win-win

Passing on incidents and reports, requesting resources, registering compliments or complaints. If your customers were able to do this themselves, it would kill two birds with one stone: your customers are more involved in your services and your employees are released from some of their tasks. Ultimo offers Self-Service. A win-win. Their personal Self-Service page with extra emphasis on the user-friendly layout. Making the knowledge tree available via Self-Service will ease the strain on your back offices even more. Ultimo automatically places complaints from your customers, their requirements, information requests or failures in the right place for follow-up and processing. Customers can find their reports in a convenient list and are kept informed of the progress. After their report has been processed, they can indicate their satisfaction so the service's quality can be continuously improved.

Ultimo Customization Tool

Ultimo provides you with proven and user-friendly standard software in accordance with market standards. However, because your situation is unique in certain aspects, we created our software to be easily customised. All to offer you extra returns and usability. Custom standard software, we call it. All while remaining flexible. Because your application manager can easily manage, personalise and modify your application with the Ultimo Customization Tool without the need to program. It also allows users to fine tune the software according to their own requirements.

Easy to use

Convenient explorers, spacious panels, the use of icons and pictograms, the unambiguous screen setup with tabs and the easy search possibilities. All properties of our user-friendly software. The apps Ultimo GO and GO+ can also make your life a lot easier. Use your smartphone or tablet to look up information, register reports or process activities, while you are on location. The Ultimo software is web-based. Purchase the software in one go and have it installed on your own server, or rent the software on a subscription basis and use the software in the cloud. This rental option — Software as a Service (SaaS) — means we fully unburden you in managing the IT Service Management software and updates.
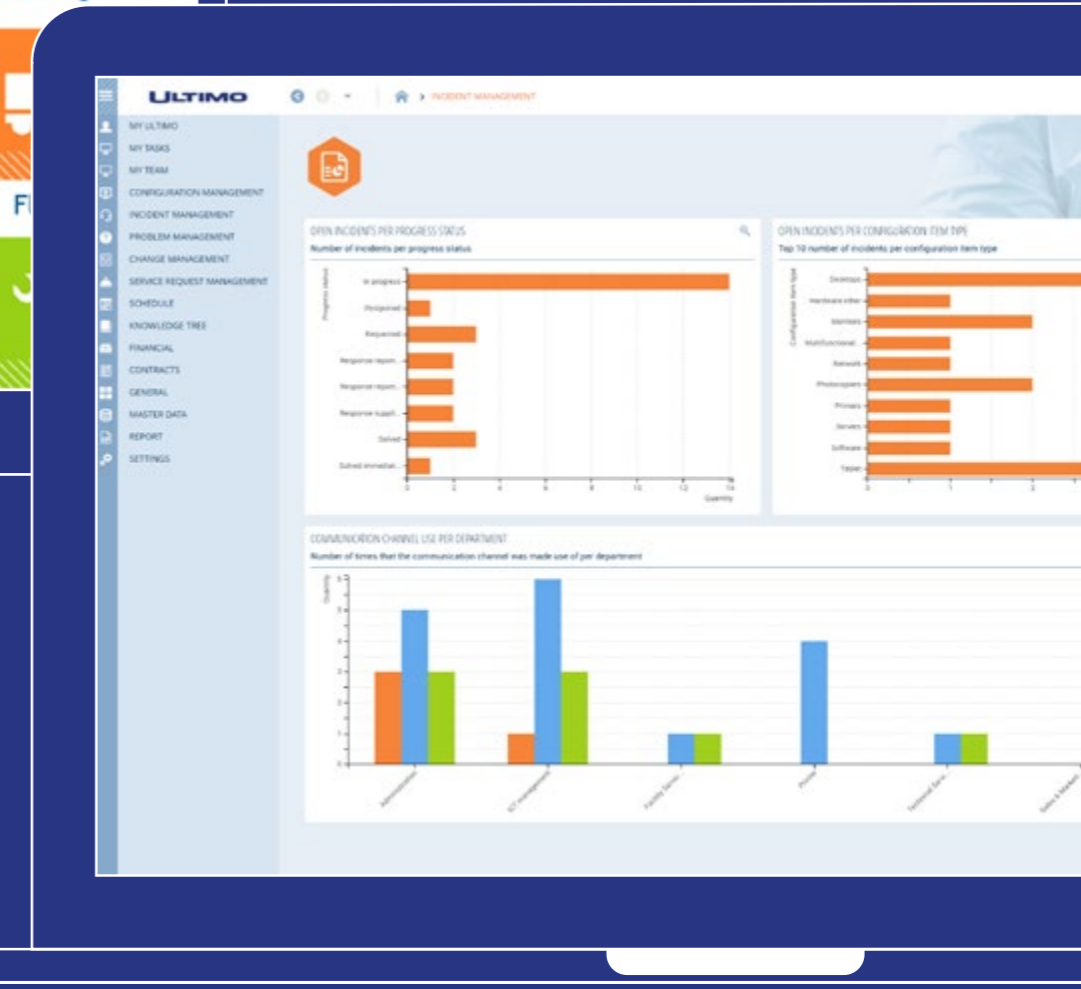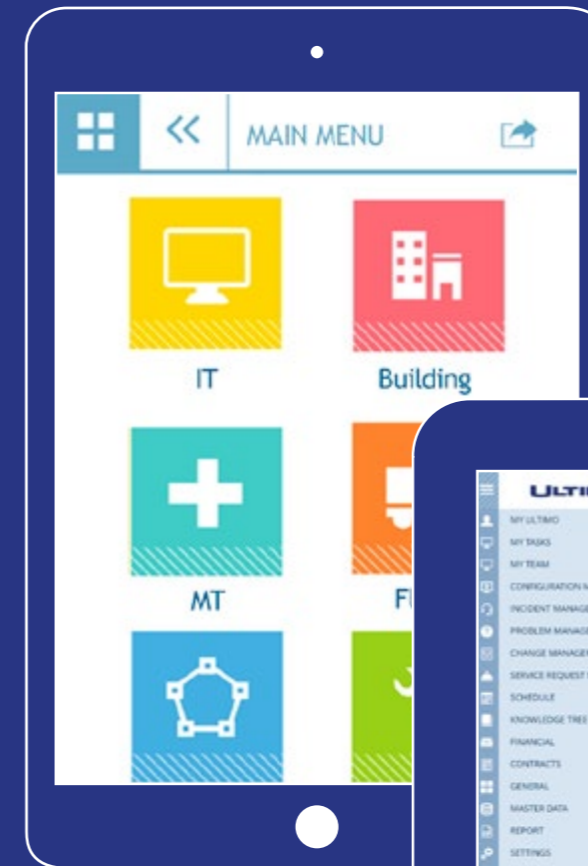
- Intuitive & user-friendly
- Adaptable to your company's needs
- Modular design & scalable
- Available as SaaS solution (Cloud)
- Easy to link (IoT, ERP, Active Directory, HR, etc.)
- Best practice because we collaborate with customers

ALSO USEFUL

Get to know our professional services. This is very helpful during the implementation of the software, and we also support you during regular use if you want us to. We not only develop our software, but we have thoroughly thought about how we would implement it. Very pragmatic. We based our ideas of implementations on the project management method PRINCE2® and our own experiences since 1988, but we are always open to your ideas on the implementation. After all, you want a properly functioning product that meets your standards and requirements. Implementation is something we do together. It's a matter of U&I². But don't think our services end here. During the start-up phase, you meet the start-up coach and specially drawn up 'Start-up canvas'. A convenient tool to determine goals and discuss the method of operation. During and after implementation you have access to our Customer Portal, for example to check project related information. And after implementation you get to meet our Customer Success Team. They will help you become familiar with Ultimo.

You can also avail yourself of our extensive offer of courses, in-company, traditional in-class or with e-learning, and you can profit from the experiences other Ultimo users had and ask our consultants for advice. Just like you, we want you to get the most out of the software's advantages. And in case you have any questions or need support after implementation, please contact our Customer Support department. We would be happy to draw up a maintenance contract on request to secure the agreements concerning the use of the help desk and the updates of the software.

MOST WIDELY USED MODULES

You use Ultimo IT Service Management to provide structured support to your entire IT department. So they can act quickly, accurately and with flexibility. This is a selection of the most widely used modules of Ultimo IT Service Management. The complete list of modules, what they can be used for and their specifics can be found on our website. Feel free to ask our advisors for the best combination of modules consisting of an extensive basic package, possibly with added optional modules. They will give you personalised advice.

Change Management
Control of and grip on changes in your IT environment.

Configuration Management (CMDB)
Increase understanding by consistently recording your CMDB.

Contract Management
Comprehensible contract management.

E-mail import
Easily submit reports by e-mail.

Incident Management
Increase your help desk's efficiency by processing incidents quickly and adequately.

Issue Management
Implement the process of issuing and collecting company assets.

Kanban
Visualise your work processes with Kanban boards.

Knowledge Tree
Share acquired knowledge with colleagues and customers.

Multijobs
Easily manage and coordinate multidisciplinary activities.

Problem Management
From problem, to known error, to solution.

Project Management
Manage various projects.

Reports and Dashboards
Monitor progress and KPIs with various standard reports and dashboards.

Self-Service
Involve your customers, both internally and externally, in your processes in a user-friendly manner.

Service Request Management
Streamline your services.

Service Level Agreements
Implement your SLAs and meet your commitments.

Ultimo GO(+)
Apps to work on the go.

7 TIMES INSIGHT IN CONTROL.

7

Ultimo gives you one central platform for seven domains: IT Service Management, Facility Management, Maintenance Management, Fleet Management, Safety Management, Medical Asset Management and Infra Asset Management. Do you also profit from the integrated usage?

LIVE-LINK
YOUR ASSETS
AND FACILITIES.

The world is in a whirl, and it revolves around all your objects and equipment at the speed of light. If you are the one responsible for maintenance, facility or IT in your organisation, you want nothing more than your assets constantly letting you know whether they are still compatible with this world. And if you are responsible for more than that you want this as well. After all, your assets may require your attention in a more general, or even financial, way. Ultimo will be sure to pass on the crucial signals about your assets. So you can pick up on them and act decisively. Are you listening?

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ULTIMO

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