



Richmond IT Service Management Solutions allow you to deliver best practice service and improve customer satisfaction whilst reducing support costs.

Designed to simplify service delivery, Richmond ServiceDesk is ITIL v3 compatible, has IT asset management integrated throughout, and ensures a fast return on investment through rapid deployment, minimal training and simple, cost-effective licensing.

ServiceDesk includes everything you need for service management, including Incident Management, Customer Service Portal, Service Catalogue, Problem Management, Change Management, Asset Management, Knowledge and FAQ Management, Reporting modules, Active Directory Synchronisation and Data Import tools.

Incident and Service Request Management

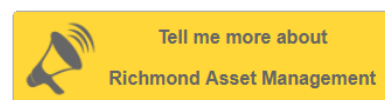
Richmond ServiceDesk Incident and Request management helps you resolve issues quickly. Automatic routing sends issues to the right support team and automated escalation keeps priorities and targets on track. Quick templates allow single-click logging of common tasks such as password resets. Incident linking and knowledge search allows sharing of root cause and resolution information. Resolution Codes by Category enable analysis of common problems and solutions, and Activity management organises workloads and keeps track of routine tasks such as server and backup checks. Email Templates enable quick and consistent replies to customer service requests, and a comprehensive history and audit trail allows support teams to quickly interpret, analyse and resolve support issues.

Priority	Summary and Detail	Status	Primary Associa...	Call Type	Category	Specialist	Response...	Resolution...	Priority
Priority: P3: High (Count: 3)									
>	1169 User cannot access email on their phone Phone has been setup to receive email	Open	David Grant	Incident	Mobile Phone	NATHALIE	Orange	Orange	P3: High
>	981 Laptop Overheating Laptop fan won't switch off	Open	David Grant	Incident	Laptop	JASON	Red	Red	P3: High
>	1070 Laptop Rebuild Phone has not been setup to receive email	Open	David Grant	Incident	Laptop	JASON	Green	Red	P3: High
Priority: P4: Medium (Count: 9)									
>	551 Are Word documents compatible with G... I've been sent a link to a google doc but I onl...	Open	Tony Fitzgerald	Service Request	IT Services	MATTHEW	Green	Red	P4: Medi

ServiceDesk lists have column selectors and can be filtered, grouped, sorted, searched, printed and exported.

Integrated Asset Management

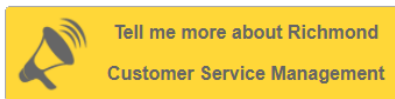
Richmond ServiceDesk has asset management fully integrated throughout the system and getting asset data into ServiceDesk is easy; data can be imported from any standard source and there are Active Directory scheduled imports and updates for organisational units, users and computers. Assets can also be added manually and features include asset history, maintenance, tracking and loans.



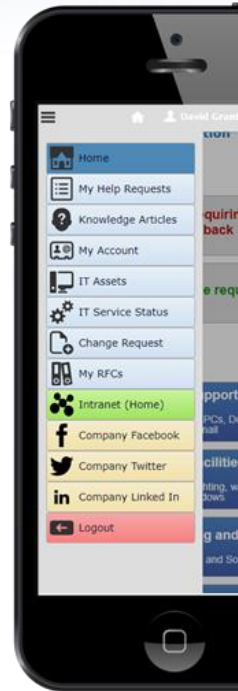
Customer Service Management

The Richmond Customer Service Portal (CSP) allows internal staff and external customers to log, track and update support requests, and self-help themselves to knowledge through a highly intuitive, easy-to-navigate, workflow-driven web interface. The Richmond CSP allows control over layout, colour and imagery, and uses specially designed adaptive web interfaces to ensure portals look good and work effectively on mobile phones and other devices.

When customers use the portal their “journey” and responses are captured and interaction can be used to define the details of an incident or request. For example, an issue affecting multiple users can increase the priority, re-route the ticket and inform selected stakeholders. The service desk has complete visibility of the customer’s actions and sufficient information to understand their requirements without having to go back for clarification.

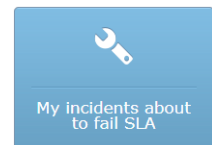


The Richmond CSP makes your customers more *self-reliant*, so you have more time for proactive support and projects.



Service Level Management (SLAs)

Service Level Management enables incident response and resolution targets with automatic escalation to ensure that targets are achieved. Multiple SLAs and service hours ensure effective prioritisation and escalation of all issue types. Impact assessment automatically controls SLA targets to prioritise technician workloads.



Service Catalogue

The Service Catalogue allows the definition of business and technical services along with their portfolio and availability status. Configurable event thresholds enable automatic control of service availability flags and notifications.

Current Service Status		
<ul style="list-style-type: none"> ● Document Manager ETA is 04/10/2017 at 09:00 ● Procurement System ETA is 04/10/2017 at 10:00 ● Remote Email and Network Services ETA is 04/10/2017 at 17:00 	<p>Service unavailable This system is being upgraded. Whilst this is in progress you will still have access to documents but will not be able to add or edit.</p> <p>Service unavailable We apologise but due to a technical issue, this system is temporarily unavailable. We are working on this now as a very high priority.</p> <p>Some functionality impaired Users that are not logged onto the network cannot access email. We are looking into this now. As a workaround, please login to access email.</p>	<p>⊗ Raise Request</p> <p>⊗ Raise Request</p> <p>⊗ Raise Request</p>

Service availability can be visualised through the Customer Service Portal, informing customers about support status and enabling quick issue or request logging against live services.

Problem Management

Richmond Problem Management allows the linkage of incidents with problems to reduce duplicated work by technicians and share knowledge. Incidents can be linked to existing problems, linked to a newly created problem or sent as a problem request to the problem management team. Problem records can also be created without linked incidents for pro-active problem management. Automation rules ensure that workarounds and resolutions are cascaded and communicated amongst technicians and users appropriately.

Change Management

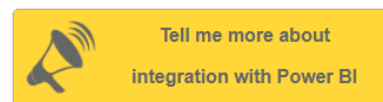
Richmond Change Management allows change requests (RFCs) to be managed from approval through implementation to analysis and review. The RFC status workflow is definable for each change type and RFCs have task management, CAB notes, risk assessment, web-voting, back-out plans, change review and time/cost recording features that provide essential information for monitoring and management.

Category	Count	Item	Status	Due Date	Total Outstanding Tasks
Application Support	1	Windows 10 Update Windows 10 Update	✓		0
Hardware Device Support	2	New Telephone System Investigation into new IP phone system	✓		1
		Additional server storage required Additional storage is required for the data server.	✓		0
IT Services	1	Application Upgrade Request Application Upgrade Request	✓		0
Printer	1	Printer Server Issues	✓		0

The Change List gives instant visibility of RFC status, including summary, due date and outstanding tasks

Reporting

ServiceDesk provides a range of powerful reporting methods, including web-based Dashboard and Charts, single-click exports directly from Configuration Item lists and Incident, Problem and Change queues, Crystal report templates that can be configured and saved as user-defined reports, a Report Generator, which allows filtered data reports about Incidents, Problems, Changes and Assets (CIs) to be created as views for sharing with team members, and for export to Excel or PDF. The Richmond ServiceDesk database is completely open, so all data is fully accessible to external reporting tools such as Power BI, and the Richmond database schema is published.



Incident Id	Logged Date	Category	Description	Primary Associate	SLA	Response Target
1171	07/09/2017 11:46	Application		David Grant	Request	
1169	31/08/2017 11:51	Hardware Device	user cannot receive email on their phone and despite tr...	David Grant	Request	01/09/2017 11:21
1168	31/08/2017 11:36	Laptop	Dave has a problem with his laptop	David Grant	Request	01/09/2017 11:07
1167	31/08/2017 09:54	Application Support	Application Installation Policy	David Grant	Request	
1164	10/08/2017 15:23	Printer	Dave has an issue with printing	David Grant	Request	11/08/2017 14:58
1160	10/08/2017 00:15	Facilities	ID Card Loss - theft, damage or expiry	David Grant	Severity 2	10/08/2017 10:15

The Report Generator allows very quick production of service desk data about Incidents, Problems, RFCs and CIs

Knowledge and FAQ Management

Text and HTML knowledge base (KB) articles can be created from scratch or by converting Incident records. Comprehensive KB search and “single click” transfer to incident ensures the organisational intelligence is used effectively. Knowledge articles and document libraries can be published to the Customer Service Portal for end-user self-help. The Frequently Asked Question (FAQ) module allows the capture of information that is presented to users as a set of “questions” that expand to reveal the “answer”. FAQs, with their ability to break down information, make it easier for users to find specific facts and reduces the burden on front-line support teams.



Alerts and Notifications

Richmond ServiceDesk drives communication between Service Desk operators and customers to inform them about the status of incidents, changes, problems, impending service level breaches, overdue tasks, loan items due back and more. Alerts are fully customisable and delivered via email.

Customer Satisfaction

User-definable Customer Satisfaction Surveys allow the collection of user feedback on service delivery to identify opportunities for improvement, and to measure and report on customer satisfaction levels.

Survey Options

NOTE: In order to receive a customer satisfaction survey, Inventory Items must have a valid E-mail

Filter By Item **Resolution Dates**

Head Office x

From Date: 02/10/2017 00:00

To Date: 31/10/2017 11:51

Only unique items (will show most recent incident)

Inventory Style: Contact

Status: Closed

Resolution Code: All Resolution Codes

Specify Random Selection: 50 %

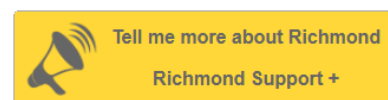
Date Answered	Q1	Q2	Q3	Q4
Average Score:	3.85	3.46	3.31	3.90
Total Reponses:	13	13	13	10

Customer surveys capture scores and user comments

Help and support whenever you need it

We have been a leading developer of service management software for 30 years and are known and trusted to deliver quality software and expert advice. We provide on-site and remote implementation and training services, all delivered by ITIL-qualified consultants who understand service management.

Our Support+ package provides technical support via telephone, email and service portal, and includes all product updates and new version releases. Support+ also provides a dedicated Customer Service Portal powered by Richmond ServiceDesk, with access to technical support and resources.



If you would like some help implementing service management in your organisation then we would love to hear from you:

