



A leap ahead in ITIL support solutions

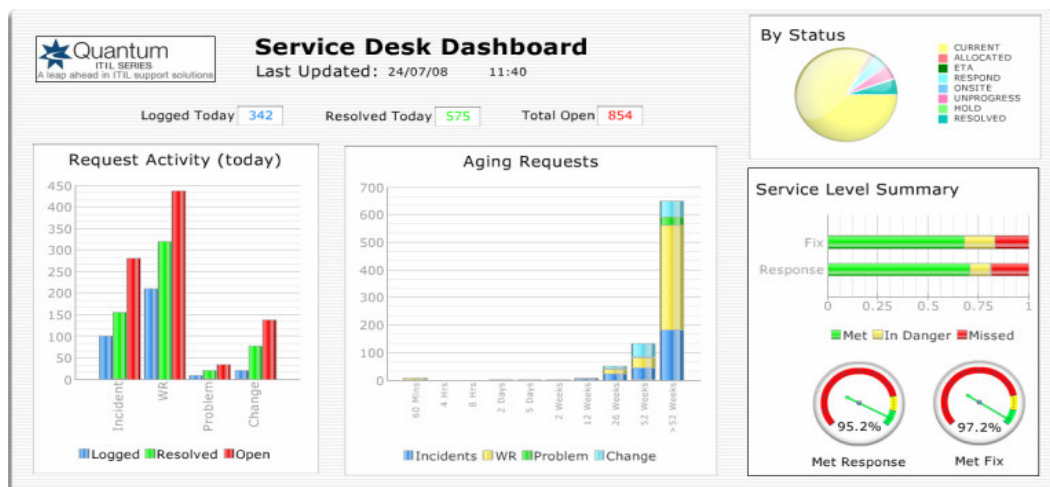


QUANTUM Overview

Quantum is designed for the efficient management of all aspects of service, support and customer contact. Its comprehensive set of modules support the processes and workflows for handling service requests, customer assistance, and operational problems of all types, especially in technical environments. In particular, it has been built to embody the best-practice principles of the ITIL/ISO framework for IT Service Management.

Equally at home in both client/server and browser-based internet deployment, **Quantum** provides a rich set of tools for managing both complex and simple interactions between service agents, specialists, and their supported clients.

While it is an industrial-strength product with all of the sophisticated functionality demanded by large support operations, its inherent configurability and flexible pricing structure make it equally suitable for use in smaller-scale environments.



A cost-effective tool for streamlining all of your support and service management processes

- * **Total visibility of all support and service activities**
- * **Maximum degree of automation and default behaviour**
- * **Manages the performance of people, projects, and resources**
- * **Comprehensive time/expense tracking of all activities**
- * **Continuous improvement through active use of knowledge tools**
- * **Integral CMDB for Configuration and Asset management**
- * **Easy-to-use, high-performance, scalable application**
- * **Highly configurable, with easily tailored screens**



QUANTUM MODULES

Incident Management

In ITIL environments it is used for managing failures and errors of various types, with an emphasis on restoring availability of business services as quickly as possible. It can also be used for service requests, or any other type of client interaction.

Problem Management

This ITIL module is for managing the proactive identification and resolution of root-cause issues that give rise to the interruptions to service known as 'incidents'. It can also be used for bug tracking, or for management of any type of problem that requires systematic analysis, with knowledge formation as an important by-product.

Work Request Management

This non-ITIL module is available for handling requests of all types that have nothing to do with problems but are simply requirements for tasks to be carried out, which typically need to be processed somewhat differently to incidents. Time spent, parts used and expenses incurred can be accurately tracked here. There are automatic timers and multiple time-entry points for convenient capture of accounting-related transactions.

Change/Workflow Management

For maintaining control over any series of planned steps or work units leading to a desired outcome. It provides for any number of contingent phases and sub-tasks, with automated routing, notifications and approval processes, so in conjunction with Quantum's time-and-cost recording facilities it is also ideal for managing projects.

Asset and Configuration Management

Maintains a comprehensive view of all items held by your user base, including location and movement, warranty management, problem history, service level commitments, financial details and total cost of ownership. Also managed here are the relationships between items (down to component level) and any dependencies that may have ramifications for continuity of service, change control etc.

Knowledge Management

A selection of Knowledge tools empower users by ensuring that useful and relevant information is available to guide and inform them whenever they need it.

Service Level Management

SLM facilities are embedded in appropriate places throughout the Quantum suite, so that service expectations and commitments can be enshrined, applied, monitored, and measured against.

Release Management

A specialised variant of Change management, Release management provides for the grouping of related software components so that they can be treated as a composite entity and managed and distributed accordingly.

Information Management and Distribution

Keeping all stakeholders informed is a critical management function in any organisation. Quantum's extensive selection of reports, dashboards, and messaging and notification facilities ensure that all interested parties are 'kept in the loop' at the right times, using both automatic and user-initiated methods.

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