

Directa™

Empowering self service and increasing transparency

To your business users, Directa™ provides the personalized self service interface into IT, presenting them with a tailored catalogue of service offerings from where requests can be raised, approved, and tracked.

It offers a familiar shopping experience, along with step by step guides to encourage usage and quickly reduce unstructured requests via phone and email to the Service Desk.

To your business customer, Directa™ provides transparency on the services being paid for along with their cost and service levels.

To your service owners, Directa™ provides the complete IT front office, allowing new services to be configured in a Service Portfolio before being published into the Service Catalogue along with associated forms, roles, and approval rules.



A single intuitive interface for all service offerings

Directa™ provides an intuitive shopping experience containing all available and approved goods and services, to maximize IT transparency and ultimately improve customer satisfaction. Request fulfillment progress can be tracked online allowing users to gain a better appreciation of the services IT provides. Access to categories of service offerings based on role, location, or department can be controlled to help reduce complexity.

Dynamic request forms to capture options and preferences

Directa™ constructs request forms dynamically dependant on what is being requested and who is requesting it.

Support for a varied array of field types including some which allow integration to external data sources, reduces the burden of request capture whilst increasing accuracy. An advanced 'wysiwyg' layout designer allows any existing business form to be mapped into a Directa™ request.

Multi-vendor catalogues with cross-vendor bundled configurations

Directa™ allows 3rd party vendor Catalogues to be presented to users either directly in their native format or embedded within pre-approved bundles and service packages. Where required, access to rich specification level detail allows authorized users to make the most appropriate provisioning decisions. Support for 'punch-out' allows direct access to supplier 'web shops' from Directa™ with basket integration on check out.

Benefits

- **Reduce costs:** Only correctly formed and authorized requests enter fulfillment, allowing greater automation and reducing the burden on the Service Desk
- **An intuitive "one-stop shop":** Consistent single point-of-contact for raising multiple request types.
- **Greater customer satisfaction:** Empowers users to take control of their own service requests, increasing transparency and raising satisfaction.
- **Enforce standards:** Comprehensive role-based security to ensure the presentation of authorized content to your customers.



Appropriate approval workflow

Directa™ constructs an approval routing on request submission to ensure every request is appropriately authorized and recorded as such. Support for parallel and serial workflows along with individual or team steps, reminders and escalations, ensure requests are signed off in the most efficient and timely manner. Directa™ approval can additionally take into consideration external data when determining the most appropriate routing. For example, software requests can include additional approvers for specific license types or availability levels.

Service Catalogue and Service Portfolio management

Directa's Service Catalogue and Service Portfolio Management features allow full lifecycle management of any business or technical Service alongside associated Service Requests. Service owners can create and manage services within a Service Portfolio before publishing to targeted business units and user groups within the Service Catalogue.

Rich internationalization features

Directa's multilingual, currency and time zone features allows deployment of a single instance to multiple locales. All text is either pre-translated (in the case of standard application text) or translatable (in the case of customer configured text). Seven languages are currently available.

Real-time information to requestors and approvers

Directa™ provides an array of interfaces and adaptors that ensure the request process is not isolated from essential supporting systems such as your Configuration Management System (CMS) or Definitive Software Library (DSL).

For example, allowing spare unused computers to be assigned to new starter requests reduces unnecessary purchases.

Empowering automation and reduced provisioning costs

When deployed with Biomni Connecta™, request fulfillment activities can be dynamically driven from Directa™ requests. For example, requests for software can invoke automatic delivery, either as a virtual or physical installation package, using Biomni's software delivery adaptors.

Capture user receipt and service satisfaction

Capture goods-in information, user receipt confirmations, and satisfaction ratings on requests raised to enable follow on fulfillment activities to automatically trigger. Remind users of receipting requirements for specific services.

System Requirements

Minimum hardware and software requirements are:

1 x Database Server:

Pentium 4, 2 GHz
1 GB RAM
Windows Server 2003 SP2
Microsoft SQL Server 2005 SP2
20GB free disk

1 x Web/Application Server:

Pentium 4, 2 GHz
1 GB RAM
Windows Server 2003 SP2
5GB free disk

Client Browser:

Internet Explorer 6 or 7
Firefox 3
Safari 3.2



About Biomni

Biomni is a leading provider of Service Catalogue and Request Management solutions, offering IT Service Providers a flexible and proven solution to increase their service delivery efficiency whilst also improving customer satisfaction.

