

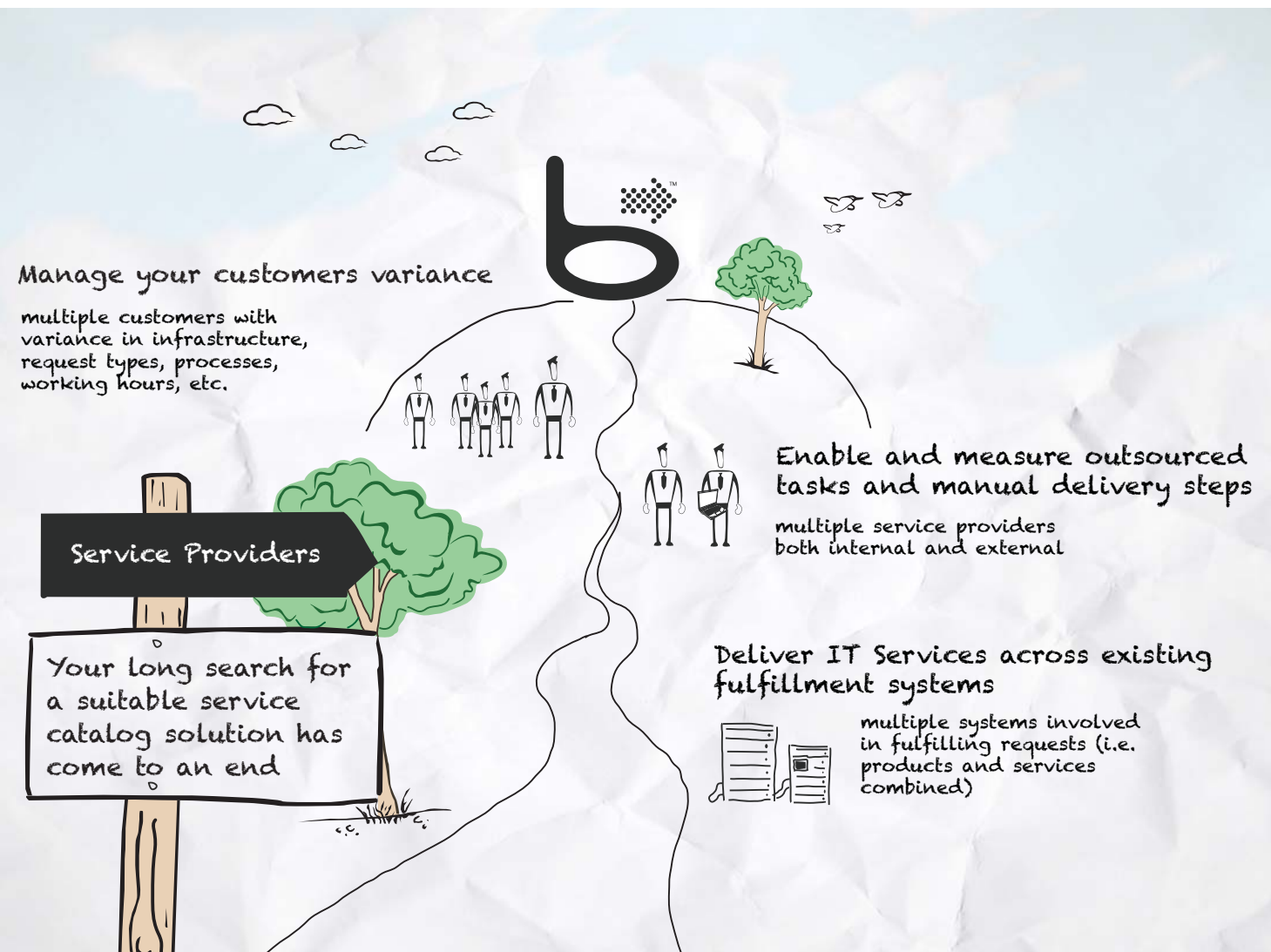
Front Office Service Provider

Multi-client Service Catalog and Request Fulfillment

Front Office Service Provider is designed for Managed Service Providers, Cloud Service Providers and Telcos, making it simple to define, manage and publish service offerings, improve operations and increase customer satisfaction. It delivers the agility needed to quickly introduce new services technologies and vendors without affecting customer experience.

Highlights

- ✓ Define once and publish to many – maintain standards whilst catering for client exceptions
- ✓ Comprehensive Service Portfolio and Catalog Management
- ✓ Intuitive shopping cart self-service requesting
- ✓ Enforce standards and eliminate maverick requesting with business routing rules
- ✓ Automate request fulfillment with flexible workflow



Define once, publish to many

Front Office simplifies the management of even the most complex Service Catalog with point and click configuration. The Service Provider edition extends this capability to allow publication of the Service Catalog to multiple clients views at the click of a button. 'Define once, publish to many' allows Service Catalog managers and process owners to more effectively maintain standards whilst also catering for client differences.

Each client experiences their own personal Service Catalog with embedded request forms, approval routing, fulfilment workflow and SLA measurement. The Service Provider can experience a consolidated view or quickly switch to a client specific view.



*be simple.
Reduce client management.*

be personal, create client specific views.

Service Catalog and Service Portfolio management

Front Office provides the structured change framework within which services can be created, modified and made live. Any service can be managed throughout multiple versions and be published to one or more service categories. All business and technical services can be managed alongside associated request forms, approval routing rules and fulfilment workflow. Service owners can create and manage services within a Service Portfolio before publishing to targeted clients.

Name	Status	Type	Action	Version	Owner	Linked Categories	Group	Review Date	Last Changed
View Details	Live	Business	Service	v2	Workplace Enablement	Workplace Enablement		15/04/2012 12:44	
Edit	Live	Customer	Service	v1				15/04/2012 12:44	
New Version	Live	Customer	Service	v1				15/04/2012 12:44	
Retire	Live	Customer	Service	v2				15/04/2012 12:44	
Copy	Live	Business	Service	v1	Email, Telecoms and Collaboration	Communications		15/04/2012 12:44	
Link Categories	Live	Business	Service	v1	Email, Telecoms and Collaboration	Communications		15/04/2012 12:44	
Cell Phones	Live	Business	Service	v4	Email, Telecoms and Collaboration	Communications		15/04/2012 12:44	
Change Request	Live	Technical	Service	v1	Change Management			15/04/2012 12:44	
Classroom Training	Retired	Customer	Service	v2		Training		24/02/2012 15/04/2012 12:44	
Consultancy	Retired	Business	Service	v1		Projects		15/04/2012 12:44	
Consultancy	Live	Business	Service	v1		Projects		15/04/2012 12:44	
Copy of Service Installation and Configuration	Live	Technical	Service	v1	Server, Datacenter and Cloud	Server and Storage		15/04/2012 12:44	

be ITIL V3 Compliant

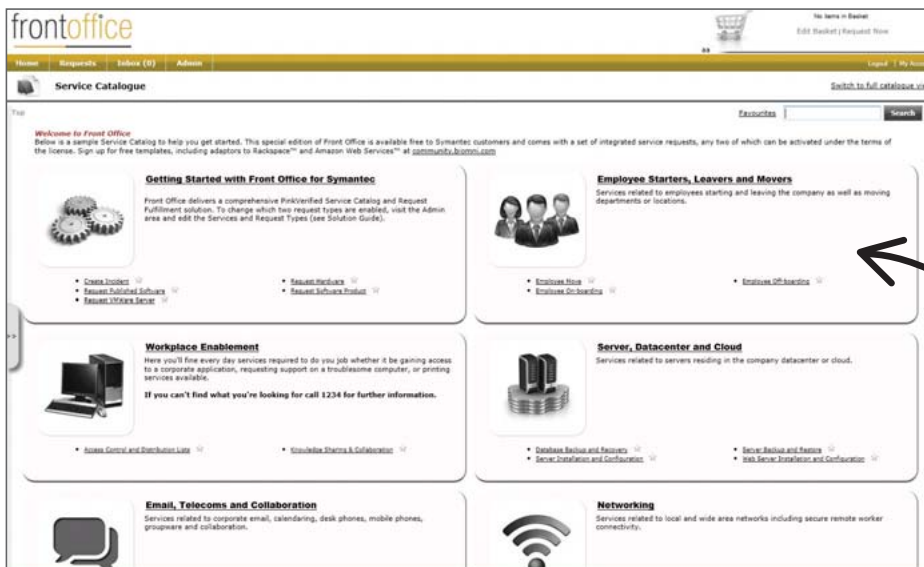


A single intuitive interface for all service offerings

The solution provides a role based shopping cart experience for all services and commodities. The flexibility and ease of configuration allows the solution to include the widest possible range of service offerings and provides the 'one stop shop' for all employee self-service needs.

The familiar shopping experience and embedded help ensures users require no training. Request fulfillment progress can be tracked online with completion estimates and commentary where appropriate.

Whether it's a simple password reset service request, or a more complex employee on-board, all pricing and SLA details can be made available to ensure the user is under no doubt what to expect and within what timescale.



be intuitive

*build in
your business processes*

Flexible approval routing rules

Implement approval routing with intuitive rules and without the need for building complex workflow processes. Route to other client approvers based on the request type, price, the requestor's business unit/cost center, contained commodities, or any field value.



Approvers can take advantage of Front Office for Mobile to action outstanding approvals at greater convenience.

be mobile

Request forms to capture options and preferences

Request forms are dynamically constructed dependent on what is being requested and who is requesting it. This ensures all appropriate data is captured for accurate authorization and maximum fulfillment automation. Dynamic field dependencies (or presenting further fields when certain options are selected), support for complex field types and the defaulting of responses where appropriate, reduces the burden of request capture whilst increasing accuracy.

Designing Front Office forms is a point-and-click configuration exercise within the administrative pages and takes just a few hours to become expert.

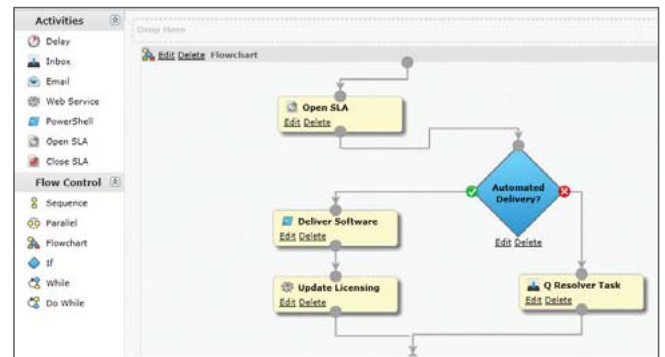
Where data needs to be pulled dynamically from external sources e.g. a CMDB, Front Office provides flexible external data fields that can be configured to link to web service adapters.

be flexible and dynamic

Automated request fulfillment

The Front Office workflow engine ensures requests are fulfilled to standard, repeatable processes. Within the point-and-click designer even the most complex process can be rapidly configured to orchestrate the fulfillment activities across designated teams and systems.

A constantly expanding library of fulfilment adapters are available to seamlessly integrate to popular fulfilment systems such as VMWare vCenter, CloudStack, Active Directory, Remedy, Symantec, Service Now and HP.

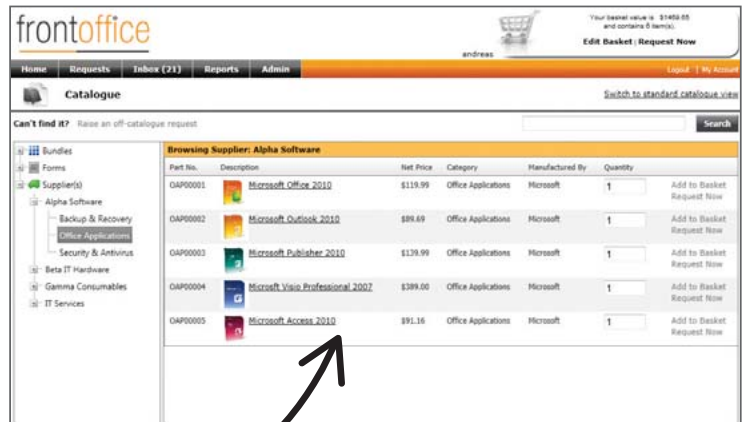


be integrated

Multi-vendor product and service item catalog

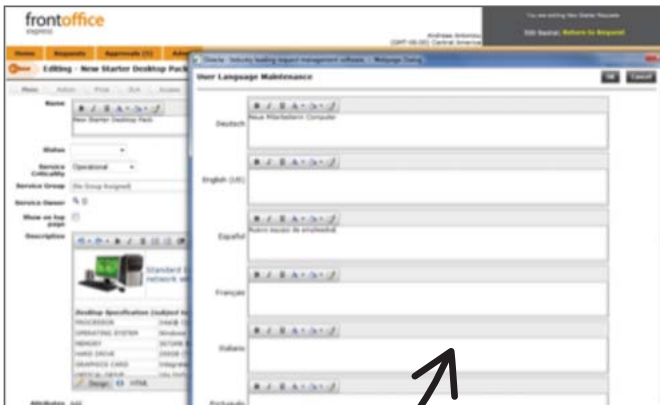
The Front Office product and service item catalog provides an optional second tier catalog within which product and service items can be defined and selectively published via the Service Catalog.

Where required, access to rich specification level detail allows authorized users to make the most appropriate purchasing decisions. Support for 'punch-out' allows direct access to supplier 'web shops' with shopping cart integration on check out (using the Commerce XML standard).



better choice

Internationalization



be local and global

The solution currently supports English UK/US, French, German, Spanish, Italian, Danish, Portuguese, Brazilian Portuguese, Hungarian, Finnish, Norwegian, Dutch, Swedish, Chinese (simplified), Japanese, Malay and Russian as standard with additional languages added on request. Display language is treated as a user preference allowing each user to view the application in their preferred language. Any customer content added (e.g. service descriptions and forms) can be entered in multiple languages via the embedded language string editor.

Third party catalogs can be priced in any currency and converted to a convenient single display currency for users.

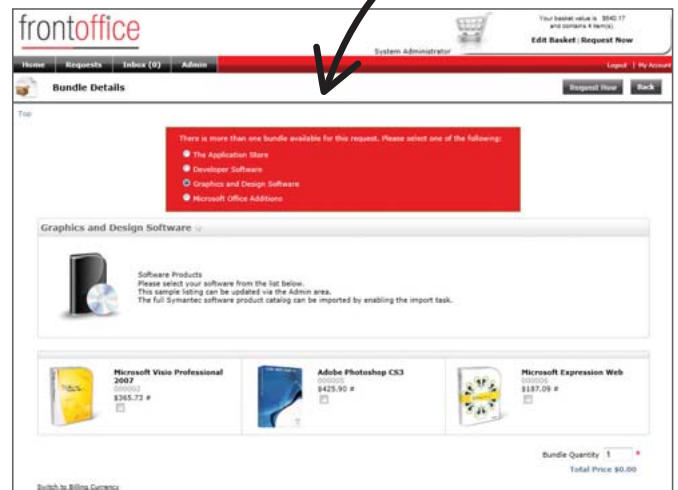
Service packages and bundles

Product and service items can be embedded within pre-approved bundles to aid selection of commonly requested combinations. Bundles can also provide a graphical, easy to use presentation of service options. For example, when displaying software titles within the desktop software service request.

Bundle configuration is also intuitive and involves drag & drop of items into the bundle along with WYSIWYG description entry with images.

Any service can be configured to direct users to one or more bundles to initiate a specific request.

bundle your service offers



Service and request templates

Authoring new content is far more challenging than editing existing examples. Front Office comes with out-of-the-box content to jump start your Service Catalog project. Examples include employee on/off-board, new/replacement hardware, new software, new/replacement peripherals, network resource/application access.

Prerequisites

Web/Application Server:

- IIS with ASP.NET enabled
- Microsoft .NET Framework version 4
- Access to a SMTP mail server

Database Server:

- Microsoft SQL Server 2005 or 2008

Supported Client Browsers:

- Microsoft Internet Explorer 7, 8, 9
- Mozilla Firefox
- Apple Safari
- Google Chrome



About Biomni

Biomni a pioneer of User-Centric Service Catalog and Request Fulfillment solutions. Our mission is to provide the most cost effective, powerful and easily configured Front Office solution for IT departments, transforming them into the agile business partner that today's businesses demand.

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