

Service Catalog and Request Management Solution



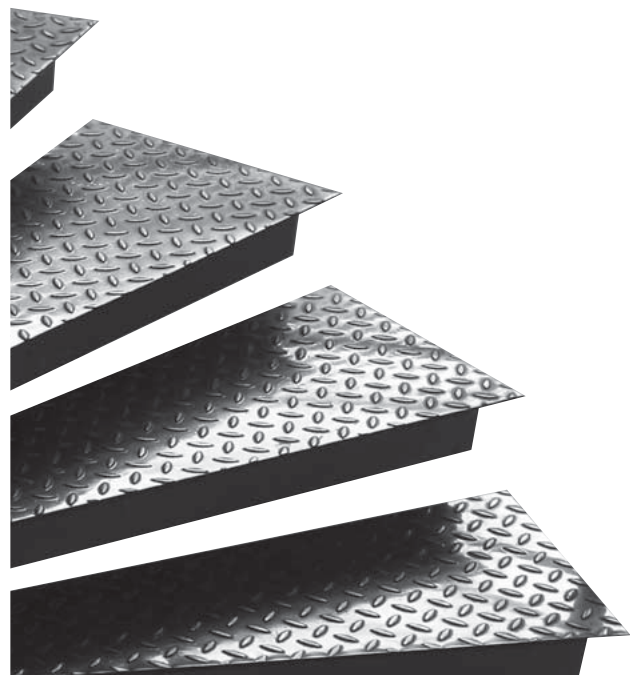
Biomni Front Office is available in four editions:

Front Office Essentials is the free entry level edition to the Front Office suite and provides foundation Service Portfolio/Catalog management and publishing functionality (for more information on Essentials please refer to its separate datasheet).

Front Office Express adds shopping cart request and approval functionality to provide a fully actionable Service Catalog. Request forms, approval routing rules and service packages/bundles can be configured and linked to services for intuitive self-service requesting.

Front Office Enterprise adds request fulfillment and SLA functionality, allowing requests to be orchestrated across multiples fulfillment systems and teams. Service delivery performance metrics can be defined, measured and reported through traffic light icons and notifications.

Front Office Service Provider adds multi-client support, both via a shared services console that includes a client dashboard, and a reusable process and SLA library that allows standards to be defined once before being applied to multiple clients.



Highlights

- ✓ Improves customer satisfaction with an intuitive, consolidated Service Catalog
- ✓ Reduces costs and 'wait times' with automated Request Fulfillment
- ✓ Enforces standards and eliminates maverick requesting with business approval routing rules
- ✓ Drives service improvement through SLA measurement & reporting

Service Catalog and Service Portfolio management

Name	Status	Type	Action	Version	Status	Unit of Measure
Account Control and Distribution Lists	Live	Business	Request Type	01	Approved	Employee
Account Control and Distribution Lists	Live	Business	Request Type	02	Approved	Employee
Account Control and Distribution Lists	Live	Business	Request Type	03	Approved	Employee
Account Control and Distribution Lists	Live	Business	Request Type	04	Approved	Employee
Account Control and Distribution Lists	Live	Business	Request Type	05	Approved	Employee
Account Control and Distribution Lists	Live	Business	Request Type	06	Approved	Employee
Account Control and Distribution Lists	Live	Business	Request Type	07	Approved	Employee
Account Control and Distribution Lists	Live	Business	Request Type	08	Approved	Employee
Account Control and Distribution Lists	Live	Business	Request Type	09	Approved	Employee
Account Control and Distribution Lists	Live	Business	Request Type	10	Approved	Employee
Account Control and Distribution Lists	Live	Business	Request Type	11	Approved	Employee
Account Control and Distribution Lists	Live	Business	Request Type	12	Approved	Employee
Account Control and Distribution Lists	Live	Business	Request Type	13	Approved	Employee
Account Control and Distribution Lists	Live	Business	Request Type	14	Approved	Employee
Account Control and Distribution Lists	Live	Business	Request Type	15	Approved	Employee
Account Control and Distribution Lists	Live	Business	Request Type	16	Approved	Employee
Account Control and Distribution Lists	Live	Business	Request Type	17	Approved	Employee
Account Control and Distribution Lists	Live	Business	Request Type	18	Approved	Employee
Account Control and Distribution Lists	Live	Business	Request Type	19	Approved	Employee
Account Control and Distribution Lists	Live	Business	Request Type	20	Approved	Employee

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 and approval routing rules. Service owners can create and manage services within a Service Portfolio before publishing to targeted business units and user groups within the Service Catalog.

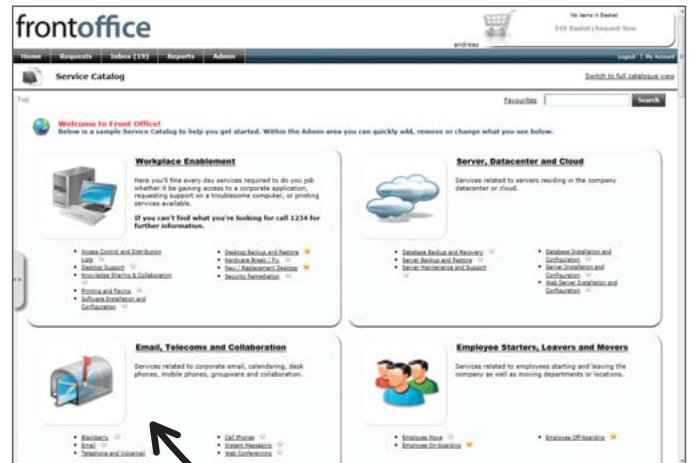
be ITIL V3 Compliant

A Single Intuitive Interface for all Service Offerings

The solution provides a role based shopping 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

Flexible Approval Routing Rules

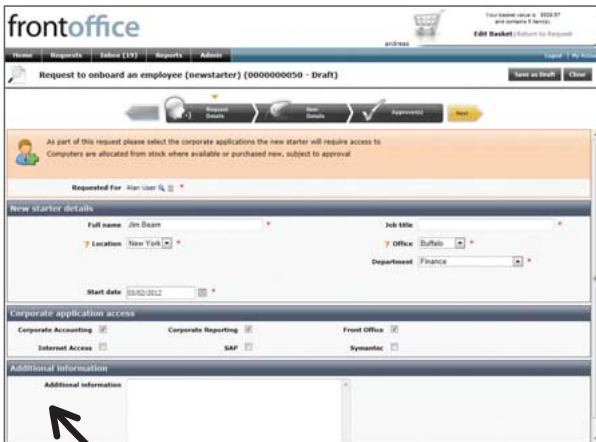


build in your business process

Implement approval routing with intuitive rules and without the need for building complex workflow processes. Route to approvers based on the request type, the requestor's business unit/cost center, contained commodities, or any field value. Where authorized users raise requests on behalf of others, approval routing can be determined on the 'requested for' user. Support for out-of-office (substitute approvers), organizational position hierarchies (e.g. route to line manager), and integration to user account directories ensures streamlined rule management and effective approval of all requests.

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

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.

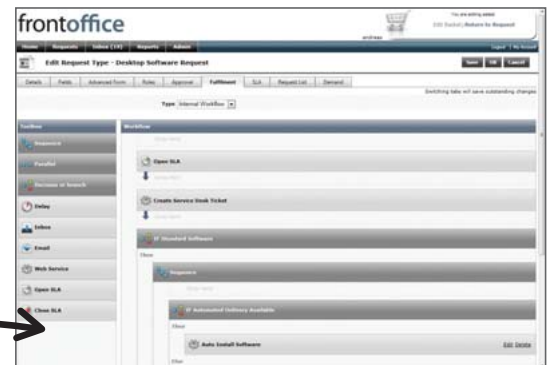
Building the forms is a point-and-click configuration exercise within the administrative pages and takes just a few hours to become expert.

Forms can be created with embedded help text to aid user entry and images can be added either from the stock library supplied or simply uploaded.

be flexible and dynamic

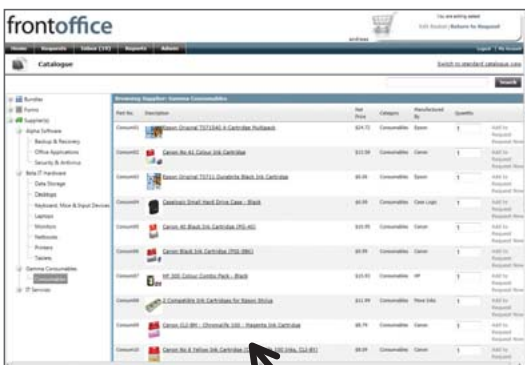
Automated Request Fulfillment

The intuitive and powerful Front Office workflow engine ensures requests are fulfilled to standard, repeatable processes. Within the point-and-click designer even the most complex set activities can be rapidly configured. Take advantage of the Front Office inbox to queue tasks to work teams. Seamlessly route to existing fulfillment systems such as a Service Desk or drive automated tasks such as Active Directory account creation and software delivery.



be integrated

Multi-vendor Product and Service Item Catalog

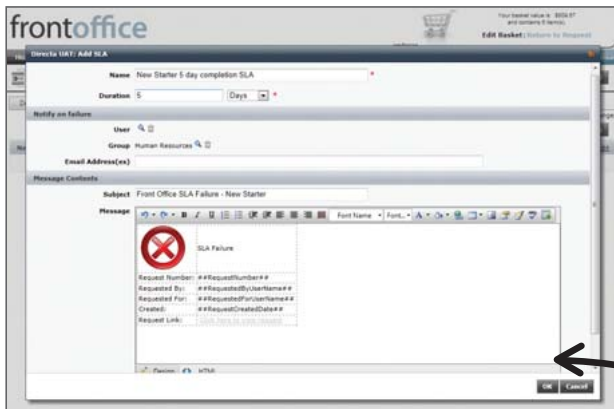


The Front Office product and service item catalog provides an optional second tier catalog within which product and service items can be defined and selectively published via the Service Catalog.

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

SLA Measurement, Notifications, and Reporting



The Front Office dashboard gives the essential heads up to service delivery managers on activity, providing information such as the number of requests in approval by business unit and request type, impending SLA failures, and fulfillment activities that are exceeding their allotted duration.

Tabular and graphical reports allow full historical analysis of request activity and fulfillment performance, providing the essential driver for service improvement.

be in control

Internationalization

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.

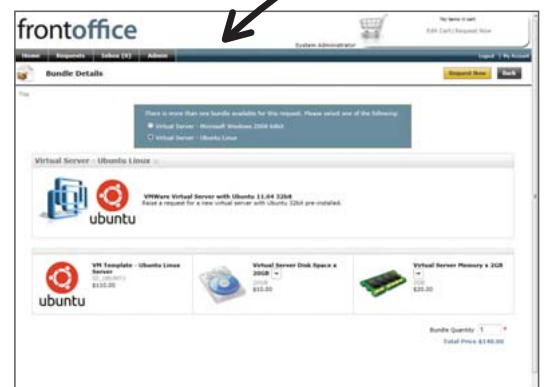
bundle your service offers

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.



Front Office Extensions

To integrate your Front Office solution to your IT operations and business systems Biomni provide a range of options varying from certified adaptors and accelerators to documented web services interfaces.

As a result of deploying hundreds of production Service Catalog solutions globally, Biomni has accumulated a library of adapter templates and vast experience in the delivery of industrial integration solutions rapidly and cost effectively.

Biomni Integration Accelerators

Biomni offers organizations a service-oriented approach to unlocking the information assets that have evolved in IT environments.

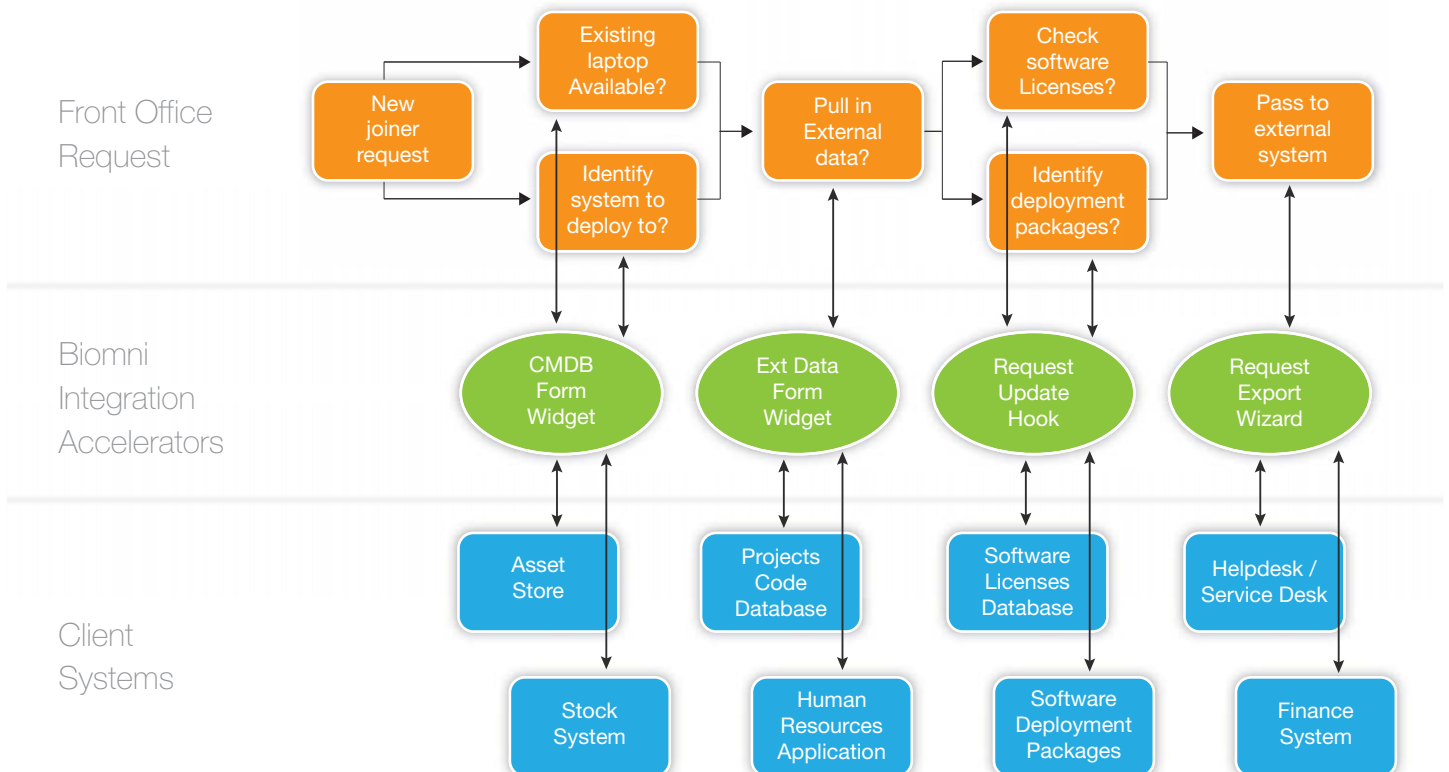
Biomni Integration Accelerators for Databases

Most organizations have a great deal invested in relational databases and have many database instances distributed throughout the enterprise. Developing applications based on relational databases is one of the greatest challenges and involves translating from relational data to XML objects and back. In addition, the end user needs to understand and integrate database transactions, queries, caching, locking, sequencing and other key database concepts. The Biomni Integration Accelerators for databases provides an out-of-the-box, highly performing database connectivity solution.

Accelerators Overview

The Biomni Integration Accelerators for Microsoft SQL Server allow you to get your implementation up and running quickly and feature the following:

- ✓ Installed from a simple .exe to an existing implementation
- ✓ Ship with a sample test database to get you up and running
- ✓ Full instructions are included on how to configure the accelerators to your other systems



Asset Type	Asset Number	Associated With	Model Number	Serial Number
Desktop	XY298732	Stock	ABC123456	8271764E
Laptop	ABC123456	Stock	ABC123456	3998731K
Desktop	ABC123456	Stock	ABC123456	MNG09992w

Accelerator: CMDB Form Widget

- Recycle: Allocate existing assets instead of purchasing new equipment during request creation
- Identify machine to deploy software to

be efficient

Accelerator: External Data Form Widget

- Include in request creation information managed and held in external systems for:
- Users from an HR system
 - ✓ Project codes from a PM system
 - ✓ Cost codes from a finance system
 - ✓ Any data from any external system

be integrated

Description	Supplier	Price	Quantity	Total Price
HP Pavilion p6512ak Desktop PC	Beta IT Hardware	\$549.99	1	\$549.99
Microsoft Vista Professional 2007	Alpha Software	\$389.00	1	\$389.00
Total			3	\$963.99

Accelerator: Request Update Hook

- Retrieve License information during request creation:
 - ✓ Licenses procured
 - ✓ Licenses owned
 - ✓ Licenses installed
 - ✓ Licenses unallocated

- ✓ Any information available in the License repository

- Identify deployment package details for automated deployment during fulfillment

Accelerator: Request Export Wizard

- Pass completed requests to service desk
- Pass completed requests to helpdesk
- Pass completed requests to finance system

Biomni Professional Services

Platinum	Gold	Silver	POC
<p>You know that you need to improve the customer experience that you currently offer but you don't know where to start. We'll bring our vast experience and industry best-practice to shape your ideas into a deliverable project.</p> <p>35-50 days est.</p>	<p>Your integration needs are more advanced and you seek operational efficiencies via automated request fulfillment. You understand the benefit of integrating your IT Front Office with Back Office systems.</p> <p>25-35 days est.</p>	<p>Take your POC on to a fully functional deployed Service Catalog solution. Further collaboration with your Biomni consultant to take POC to a fully operational Service Catalog solution. Understand the wider value that your solution can bring.</p> <p>5-15 days est.</p>	<p>Proof of concept achieved via close collaboration between Biomni consultant and customers. You know the request processes that are causing you pain and you have the internal resource assigned.</p> <p>5 days</p>

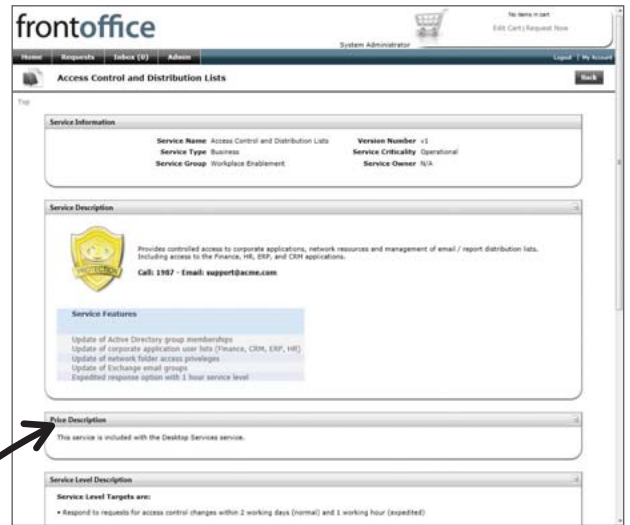
Biomni provides a range of professional services throughout the implementation lifecycle of your solution to ensure a fully configured functioning Service Catalog in the shortest possible time.

- Process Consultants bring deep Service Catalog subject matter expertise together with best practice experience of how to map your processes to the Biomni solution.
- Project Managers bring excellent organizational and communication skills to ensure your implementation project stays on schedule and all stakeholders are informed and coordinated.
- Technical Consultants provide the skills to install and configure the solution.
- Integration Consultants optionally provide the skills to rapidly integrate to other systems.

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. Example categories include workplace enablement, employee starters/leavers/moves, cloud and datacenter, networking, and projects and consultancy.

The Front Office community website also contains an extensive set of services and request definitions for download and import into Front Office. Visit community.biomni.com for more information.



best practice



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.

Europe

Biomni Ltd, York House,
23 Kingsway, London WC2B 6UJ
☎ +44 20 7557 4200

North America

4695 MacArthur Court, 11th Floor,
Newport Beach, CA 92660
☎ +1 949 798 6240

✉ info@biomni.com

🌐 biomni.com

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