

# Trial Biomni Front Office?

## A no risk evaluation of Biomni's Front Office

At Biomni we understand investing in new software requires both financial and time commitments from the organization and it is not always easy to assess the suitability of software until you can get your hands on it and 'play'. That is why Biomni offers three no risk evaluation packages for you to trial the Front Office solution, ranging from an unlimited free to use version through to a fixed cost five day proof of concept.

## Front Office Essentials - Not really a trial but a free to use service catalog!

Defined in a spreadsheet, document, custom webpages or even Microsoft SharePoint, why not take them to the next level and present your IT services and related definitions in an easy consumable web based, purpose built service catalog application!

Front Office Essentials provides the following key features:

- Service Portfolio and Catalog Management
- Easy consumable service presentation to your end user community
- Transparent service interdependencies
- A library of service templates
- Access to the Biomni Community

Biomni will even host Front Office Essentials for you free of charge!

For further information on Front Office Essentials and to register for your free copy please visit:  
<http://www.biomni.com/product/front-office-essentials/>

## Front Office Enterprise - 30 Day Free Trial (hosted or local)

Front Office Enterprise builds on Front Office Essentials, taking it from an entry level Service Catalog through to a fully-fledged Service Catalog and Service Request Fulfilment solution. Enabling you to define, manage and publish your service offerings to the business, build request forms and configure approval and fulfillment workflow. Let your end users shop for IT services as they do for consumer products or apps via amazon.com or iTunes, through the intuitive browser based self-service portal. As the user adds services to the shopping cart, a request form is dynamically built based on what is being selected ensuring all information required to fulfill the request is captured upfront. The user is kept up to date with the current status of the request through status updates as the request moves through its lifecycle reducing calls to the service desk.

So why not take your static non-actionable service catalog to the next logic step and not only enable the business to view services but allow them to shop for services with clearly defined approval and fulfillment processes, greatly improving satisfaction amongst the business whilst reducing calls to the service desk!

Front Office Enterprise provides the following key features (in addition to those outlined for Front Office Essentials):

- A Self Service Portal presenting only those services relevant to the signed in end user
- Service Items and Bundles
- Punch Out to external supplier web catalogs
- Service Request Forms based on what has been requested
- Easy to configure approval routing
- Build fulfilment workflow via a drag and drop interface
- SLA measurement
- Reporting
- A library of service request form templates

To enable you to try out all of these features using your own services and service request processes Biomni provides a free 30 day trial of Front Office Enterprise including hosting the solution. Alternatively if you wish to host the solution within your own infrastructure we are more than happy to provide you with a link to download the software and a 30 day trial license.

To get the most out of your Front Office Enterprise trial we recommend that you have 2 to 3 services and related process fully defined prior to the start of the trial and we ask that you give one of our experienced consultants two hours of your time at the beginning of the trial, where they will provide you with an overview of key areas of the solution such as service catalog configuration and how to build and maintain an actionable service.

For further information on Front Office Enterprise and to register for a trial, please visit:  
<http://www.biomni.com/product/front-office-enterprise/>

## Front Office Enterprise – Proof of Concept

Let an experienced Biomni consultant implement a Service Catalog at your location and with your own sample services and request processes within a fixed 5 day engagement. At the end of the five days you'll gain a detailed insight into how Front Office Enterprise can provide:

- A comprehensive Service Portfolio and Catalog Management experience
- Service Request forms to capture service options and preferences
- An intuitive self-service shopping cart experience to your end users
- Automated approval routing based on organizational structures, service options, or request values
- Orchestration to your fulfillment processes

To get the most out of your Front Office Enterprise POC project we recommend that you have 3 to 5 services and related process fully defined prior to the start of the POC and that the following resources are made available:

- Designated Solution Administrator: To be trained on Front Office and act as the primary point of contact to Biomni. Only a functional understanding of the subject matter is required.
- Additionally, when evaluating Front Office for Symantec we recommend having a technical resource available with knowledge of Symantec implementation to:
  - Provide general knowledge of what and how it's implemented
  - Help deploy Workflow projects in the designated environment

Once implemented, we will leave you with the proof of concept solution and allow you to use it for a 30 day trial period, with all functionality switched on.

For further information on Front Office Enterprise – Proof of Concept please visit:  
<http://www.biomni.com/resource/professional-services-proof-of-concept-package/>

The table below shows the different options

	Publish catalog	Requests / Fulfilment / SLA / Reporting	Onsite / Hosted	Integration to client systems	Cost
Front Office Essentials	Yes	No	Both	No	Free
Front Office Enterprise - 30 day trial	Yes	Yes	Both	No	Free
Front Office Enterprise - POC	Yes	Yes	Onsite	Yes	POA



solution provider

### About Biomni

Biomni's mission is to provide the most cost-effective, powerful, and easily configured dedicated Front Office solution for IT. This is our focus, which is why we do it well, and do it fast.

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Biomni's Front Office is a certified toolset by Pink Elephant through its PinkVERIFY program



Symantec Developer Program

Biomni is an accredited Symantec™ Developer Partner and Front Office for Symantec is an Altiris™ Verified Solution

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