



EFFECTE IT SERVICE MANAGEMENT

Automate Any Process

Effecte ITSM is an easy-to-use tool for digitizing all IT processes. The solution consists of a service management tool and a multi-language self-service portal. The codeless workflow engine allows anybody to design automations using the pre-configured building blocks. The responsive UI adjusts automatically to all browser sizes. Online reports and dashboards can be created and tailored without technical skills. Effecte IT Service Management can be taken into use within days instead of weeks due to our comprehensive and certified baseline.



Centralized and automated processes



Effortless end-to-end experiences



Transparency and auditability



ITIL 4 BASED DATA MODEL DEFINES SERVICES, STAKEHOLDERS AND RELATIONSHIPS

The IT Service Management solution is the backbone of an IT organization. Services, applications, data, configuration items, and practices are consolidated and managed from one system. With the explosion of SaaS, outsourced services, and consumer-grade expectations, new requirements are placed on ITSM solutions. Efecte makes ITSM seamless through centralized and automated processes, effortless end-to-end experiences, and improved transparency and auditing.

Centralized and automated processes

Automation within IT Service Management solutions is nothing new, but Efecte ITSM takes a different approach from other vendors. Efecte ITSM allows your data model to be integrated seamlessly, adding further control and business logic into any process. Automation is made easy thanks to a drag-and-drop interface. Other processes beyond IT can also be centralized and unified within one system.

Organizations can easily define both internal and external relationships within Efecte ITSM and adjust services accordingly. These relationships can be used to further create custom or complex approval chains. Having clear relationships, approval chains and processes allows for advanced automation of services without risk to security, compliance or error. This helps organizations focus on a new concept introduced in ITIL 4, i.e. the total value of a service provided as opposed to solely the cost of a service.

To simplify the process of creating automations, Efecte has fully integrated a drag-and-drop style workflow engine including pre-configured nodes. To maintain flexibility, scripts can easily be added at any point during the automation process. The automation tools within Efecte ITSM extend past workflows and include e.g. notifications to managers and redirections of incidents.

Due to the overall flexibility of the Efecte platform, virtually any business area, function or process can be included and automated with the same tools. We currently offer several out-of-the-box solutions but it is also easy to create custom solutions to meet the exact needs of our customers.

Effortless end-to-end experiences

Designing, implementing and maintaining IT Service Management systems can be complicated and frustrating. Efecte ITSM is designed to provide effortless experiences from implementation to the end users' daily activities.

Efecte offers an ITSM baseline to improve the ease and speed of implementation. This is a pre-configured ITSM solution which includes pre-built workflows, templates, roles, views and more all based on ITIL best practices. The Efecte ITSM baseline is the best way to initiate the design of a new system. It ensures a quick and constant experience while remaining flexible enough to be modified to fit any need.

To improve managers and service personnel experience we provide a flexible interface allowing them to design their own list, graph, or calendar views. Incidents or requests can be filtered and sorted based on any included information, making processing simple. Managers can also create work queues surrounding certain service personnel or areas such as incidents or requests.

Efecte ITSM also improves the end-user experience through an intuitive, web-based, self-service portal. Efecte's self-service portal features an icon-based design and offerings can be easily configured to meet specific needs. These offerings can be limited based on the user's role or relationship. Self-help articles or company policies can also be included and categorized within the portal. Managers can instantly see any pending requests and quickly approve or reject a request in seconds.

Transparency and auditability

Complete data collection and reporting are a must today. Efecte ITSM provides organizations with the ability to track the most important and relevant information relating to services. The centralization of services and process into one location helps to further improve efficiencies and reporting by consolidating data, creating internal transparency and improving co-operation.

Efecte ITSM makes it easy to include the exact information needed for specific services or business area. This data surrounding a service or item can be fully consolidated within one system. Efecte ITSM allows any field to be included within pre-configured offerings or completely new services to be created.

Within Efecte's service management tool every service person or manager can instantly see up-to-date, real-time information regarding their services. Individual users can create the exact views or dashboards needed to complete their tasks. The collected information can be easily included in these views and the order modified by simply dragging and dropping. Users can apply filters and search for information, making processing effortless.

Efecte ITSM also includes a unique view called Visual Analyzer. This view allows users to instantly see the relations between any item, user, processes or information included in the service management tool. All of these views can be exported for use in presentations or materials. The data within a list, graph or any area of Efecte ITSM can be exported for analysis to another reporting or auditing tool.

Efecte: Manage any Service

All of Efecte's solutions are built using the universal Efecte platform, allowing for a wide variety of corporate processes and services to be centralized in one location. Currently, we offer several complementary pre-configured solutions like Identity Governance and Administration (IGA) and HR Service Management (HRSM). We have also developed custom solutions for a wide variety of other business cases including financial, asset, and contract management and business specific cases. If you currently have another IT or business system, Efecte ITSM can quickly and easily be integrated internally or with our Efecte Integration Service (EIS).

To read more about these key features and all of the capabilities of the Efecte platform, we ask you to please download the "Efecte Platform Solution Description".