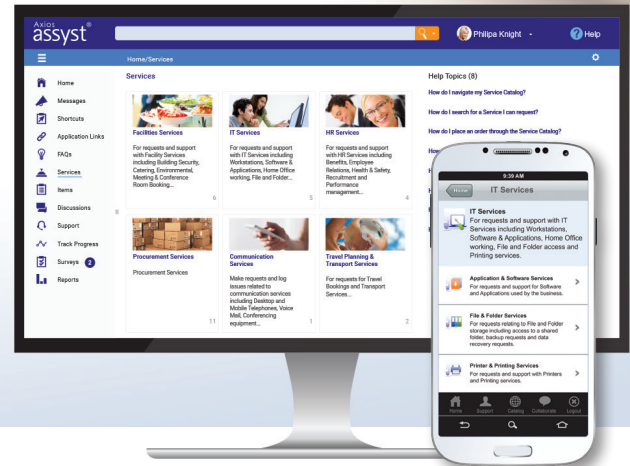


axios[®] assyst Service Catalog

The Technology Store for the Business

Changing consumer behavior and technology adoption has become the new catalyst for service change. IT departments need to prioritize and rapidly deploy new services, while monitoring and reporting on service adoption and user experience.

A service catalog enables your IT organization to manage service demand by empowering end users to log their own service requests via an automated web portal. The *assyst* ITSM solution incorporates an award-winning service catalog tool, accessible via web and mobile devices.



Streamline Service Requests

Our ITIL® based service catalog is designed to help IT departments transform into efficient, customer-focused service teams. The *assyst* service catalog automates ITIL V3 best practices for service request fulfillment. By providing a digital interface for service requests (supported by complete integration with all ITSM processes) it diverts calls away from your Service Desk, streamlines service execution, and releases your resources for IT improvement projects.

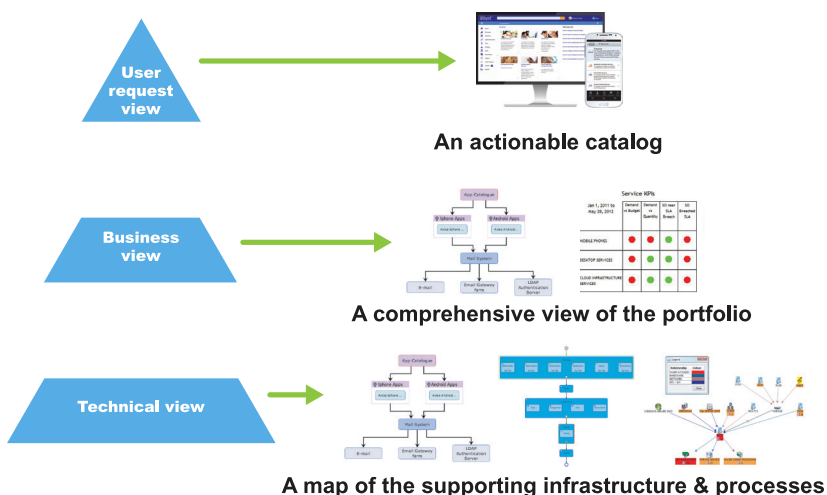
Improve User Experience

The *assyst* service catalog has a modern, intuitive interface with a familiar online shopping environment that is easy for end users to navigate and request services. Users have global 24/7 access to services from one centralized portal - available anytime, anyplace, on any device. With web and mobile interfaces, end users are empowered with the technology they need, wherever they are – in the office, or on the move. The *assyst* service catalog is a core part of the *assyst* ITSM solution, seamlessly integrated with all ITIL processes in one application. An effective service catalog will radically improve overall satisfaction with IT by empowering end users with access to technology whenever and wherever they need it.

Increase Business Value

Our service catalog maximizes service utilization and the value that the business gets from IT. Our service catalog lets IT define and publish these services, communicate the value and help your people be more productive. With the *assyst* service catalog, you will be able to improve service experience whilst lowering operational costs, maximize business value from IT by driving service usage, and communicate the value that IT delivers to the business.

Simplify the service catalog into three views



assyst Service Catalog Highlights

- Design and publish services within minutes using drag-and-drop service and process design tools
- Your IT customers will be able to effortlessly find and request services – improving their user experience
- Role-based visibility allows you to target services to the right users
- Publish a web and mobile accessible service catalog to make requesting services easy for end users
- Reduce the strain on the Service Desk by automating requests
- Make IT more transparent and optimize the visible value that the business gets from IT



Benefits of assyst Service Catalog

■ Pre-defined Service Templates

assyst's service catalog ships with sample templates that you may leverage for rapid building and implementation of your catalog.

■ Graphical Service Designer & Drag-and-Drop Process Designer

This intuitive service design tool helps you create and deploy services in minutes to support the rapidly changing needs of your business. The process designer lets you quickly create and edit the processes that support servicedelivery. assyst ships with a selection of pre-defined workflows and straightforward templates to reduce errors and operating costs, while ensuring compliance to operational approval processes.

■ Demand Forecasting

Predict future services demand and the financial impact. Measure against forecasts over time for even greater accuracy.

■ Graphically Rich User Interface

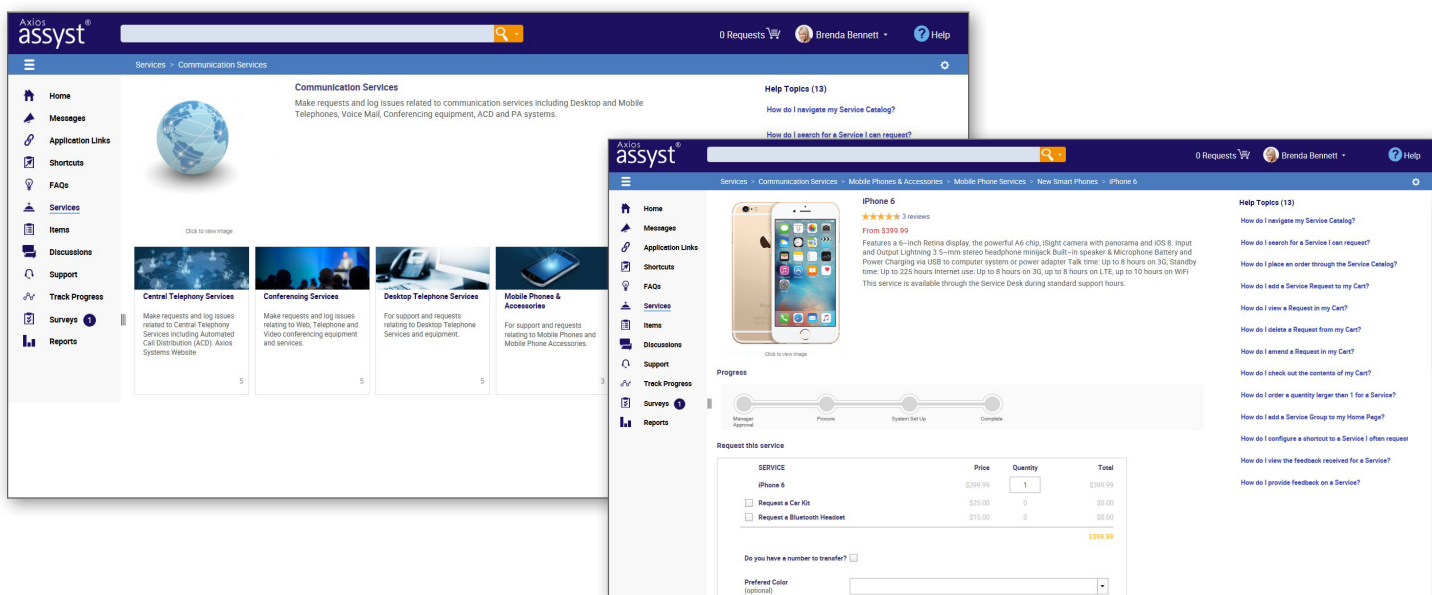
The assyst service catalog empowers your business users to effortlessly request the services they need with easy access and intuitive navigation. Instinctive navigation provides a familiar online shopping experience for business users.

■ Real-time Progress Bar

The graphical progress bar allows users to track the progress of their requests for improved visibility and a more positive perception of IT.

■ Anytime, Anywhere, Any Device

Business users can access the service catalog via web or mobile through the assystNET self service portal, whenever and wherever they are.



VICE DESK & IT SERVICE MANAGEMENT SOFTWARE SOLUTIONS



"With very little training our business users have been able to utilize a unique 'online shopping' experience and self-service facility on a fit-for-purpose platform, paving the way for future expansion that is cost effective and sustainable. Our catalog is now driven by the customer for the customer."

Rose Carson, Service Improvement and Engagement,
Fife Council



"Axios's Service Catalog stands out in the ITSM marketplace for Gulf News because its simple, intuitive user interface allows our business users to check on the progress of their requests, saving our IT department time and money by reducing support desk calls."

Nevein El Liethy,
ITIL Service Manager at Gulf News

For more than 25 years, Axios Systems has been committed to innovation by providing rapid deployment of service management software. Axios's enterprise software, assyst, is purpose-built, designed to transform IT departments from technology-focused cost centers into profitable business-focused customer service teams. assyst adds tangible value to each client's organization by building on the ITIL® framework to help solve their business challenges.



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