4me™

100%
SIAM

A SIAM First Approach to Service Management

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4me is an enterprise-class IT service management application built specifically for multinational organizations around SIAM. Apart from the obvious need to operate across different time zones and in multiple languages, modern organizations have several more-complex requirements, spanning business relationship management and performance.

These requirements are rarely considered at the start of a regional or global service management initiative. One by one they turn into major challenges as the rollout moves across geographies. Toolbox ITSM solutions, whether on-premise or SaaS, are not able to help customers to overcome them, meaning most multi-country deployments are only partly successful.

4me OFFERS:

Greater speed

Instant access to information makes all the difference. Customers will be served faster by your service desk. The performance of the entire support organization, whether local or global, will go up. 4me is built for speed.

50% less administration

- Self Service allows customers to register and track their requests
- Intelligent Request grouping lets teams handle major incidents 10 times faster
- Problems that require root cause analysis are identified for quick resolution
- Workflow automation saves time for Change Managers

Minimal implementation costs

4me is so intuitive that, after using the Quick Start Guide, most users are productive within minutes. There is no need for expensive training development or classroom training. The online training module is available for each support role so users rapidly discover the more advanced features of 4me.

Request your organization's 4me account and 4me will help you get started. Your service desk will begin to register requests in a matter of days. You can even run additional implementations yourself using the Account Setup Guide.
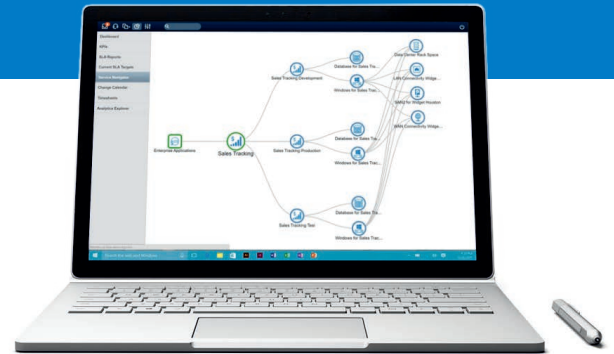
PRODUCT FEATURES

All of these features are included in the subscription. There are no additional costs for modules, storage, encryption or domain separation.

The security of ITRP is periodically tested by Deloitte's Hacking as a Service.

Feature		Feature	
Incident & request management	✓	Multiple domain support (HR, Facility, Finance, etc)	✓
Self Service for end-users	✓	Full text search	✓
Console for service desk analysts	✓	Attachments	✓
Request templates	✓	Audit	✓
Request grouping for major incidents	✓	Multi-language support	✓
Knowledge management	✓	Multi-time zone support	✓
Problem management	✓	Import/export	✓
Automated problem identification	✓	UI extensions	✓
Change management	✓	Customizable email notifications	✓
Change templates	✓	Email compliance archive	✓
Scheduling of recurring changes	✓	Email integration	✓
Task templates	✓	Computer Telephony Integration (CTI)	✓
Change workflow automation	✓	API access	✓
Release & deployment management	✓	KPI metrics warehousing	✓
Project management	✓	Backup to multiple physical locations	✓
Service portfolio & catalog management	✓	SSL encryption	✓
Service level management	✓	At rest encryption	✓
Track customer SLAs	✓	Branding	✓
Track internal SLAs	✓	Use your own domain	✓
Track external service provider SLAs	✓	Single sign-on	✓
Track support effort	✓	QA environment	✓
Advanced time tracking	✓	Online training	✓
Service asset & configuration management	✓	Online support commitment	✓
Software license management	✓	Phone support commitment	✓
Role-based permissions	✓	Availability commitment	99.8%
Trust relations with other accounts	✓	Recovery commitment in case of disaster	✓
Strong privacy accounts	✓	Mobile	✓

A SIAM First Approach to Service Management

As they undergo digital transformation, large organizations need to improve the support provided by the different service domains such as HR, IT, Purchasing and Legal. By making it easier for employees to obtain support from another department, organizations improve productivity and job satisfaction.

At the same time, more and more services are outsourced to specialized providers. Few organisations do their own payroll processing and, within the domain of IT, it is common for network printers and the wide area network to be managed by external companies. Large multinationals often set up shared service centers to realize economies of scale for the different legal entities they need to support across the world.

The challenge for large organizations is to get all these parties to work together and to track the level of service that each provides, sometimes across a lengthy support and supply chain.

Collaboration and Service Level Tracking

4me is a SaaS solution that allows large enterprises to collaborate seamlessly with their managed service providers. It helps them support their workforce more efficiently, while automatically tracking the level of service that each provider delivers. This allows enterprises to stay in control as they outsource more of their non-core activities.

The focus will then naturally shift to improving the 'corporate experience' for the enterprise employee, which in turn benefits the 'customer experience' in the marketplace.

Service Integration and Management (SIAM)

4me is the only enterprise-class service management solution that allows organizations to set up their own environment and connect with other companies that also use 4me. Even if a provider is using another service management solution, the 4me Integration service makes it possible to collaborate and track the service levels while the integration is maintained as-a-service.

This is what makes 4me the only solution that supports the Service Integration and Management (SIAM) approach for managing multiple internal and external suppliers of services and integrating their interdependent services into end-to-end services that meet the requirements of the business.

Integration as a Service

Application integrations are a necessity internally across business functions and to seamlessly expedite supplier management. These can be expensive to develop, in constant need of maintenance and are notoriously unreliable. 4me takes the strain by developing, hosting and maintaining them for you, including an SLA. 4me also monitors and supports the integration 24 hours a day, 7 days a week.

STANDARD INTEGRATIONS

4me's integration capabilities are endless. The 4me Developer website makes it easy for developers to build integrations with other applications. Some of these integrations have been made available to all 4me customers:

Atlassian JIRA	✓	Microsoft Active Directory Federation Services	✓
BMC Remedy	✓	Microsoft Azure	✓
ServiceNow	✓	Microsoft Skype for Business	✓
Centrify	✓	Microsoft Power BI	✓
Okta	✓	SAP Business Intelligence	✓
OneLogin	✓	techwork – external workflow automator	✓
Deloitte Identity and Authentication Service	✓	techwork - Test 2 Production automation	✓
Right Answers	✓	techwork – Webshop	✓

And many more...