

Supportworks ITSM Enterprise 3.0 launched to support customers' progression to ITIL maturity

Submitted by: PR Artistry Limited

Wednesday, 14 July 2010

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Hornbill supports the IT Service Management

(<http://www.hornbill.com/solutions/it-service-management/itil-service-management>) journey with enhanced ITIL-compatible software

Hornbill (<http://www.hornbill.com>) launches Supportworks ITSM Enterprise

(<http://www.hornbill.com/solutions/it-service-management/itil-service-management>) v.3.0, offering PinkVERIFY certified compatibility for 11 ITIL v3 processes along with other new features and enhancements.

Its new and enhanced features include:

Service Level Management features encourage collaboration between IT and Business service owners, enabling Service Level Agreements (SLAs) to be defined, reviewed and expired. SLAs can be created with multiple priorities and escalation rules, then published to customers through the Service Catalog for total visibility of service expectations.

Operational Level Agreements (OLAs) can be created between support groups to improve communication and ensure that tasks are completed in adequate time to meet service level commitments to customers. SLA and OLA performance can be measured to highlight any areas for improvement.

Supplier Management enhancements enable tasks to be assigned immediately to third parties with full visibility of suppliers' contractual commitments and their performance against requests that have been assigned to them.

Improved Knowledge Management system offers a full knowledge life-cycle from the creation of knowledge articles to their eventual retirement. Articles can be tracked by the number of times they have been accessed and rated by viewers for their usefulness. Viewers may add comments, or submit requests to improve the effectiveness of knowledge articles.

New look-and-feel of the user interface improves the work area and provides service desk analysts with a more flexible shortcut menu structure. Forms have been made simpler and consistent across the system, enabling requests to be handled more efficiently.

Business Process Management engine has been extended to provide increased workflow and automation for additional ITIL processes.

New web client. Hornbill is providing a preview of its new browser-based web client. The zero-install web client combines the functional benefits of the Supportworks rich client with the flexibility and lower

footprint of a web-based interface.

Frank McIlroy, CEO of Hornbill Service Management said: "This release of Supportworks ITIL-compatible software is an exciting step forward for Hornbill and its customers on our shared ITSM journey. Supportworks service desk software progresses with our customers' requirements; demanding service-led organisations just don't settle for second-best from the software behind their service provision. Hornbill's service management applications will continue to lead the market in supporting world-class service desks as they mature and add value to their business."

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NOTES TO EDITORS

About Hornbill

Hornbill develops and markets Supportworks (<http://www.hornbill.com/solutions/it-service-management/>): platform technology and applications for IT Service Management (<http://www.hornbill.com/solutions/it-service-management/itil-service-management>) and business helpdesk (<http://www.hornbill.com/solutions/it-service-management/help-desk-software/>)s. Hornbill's software enables its customers to provide excellent service and support, while benefiting from the economies of consolidation on a single technology platform. Supportworks' service desk software is designed for rapid deployment within any IT or business support environment, including ITIL (<http://www.hornbill.com/solutions/it-service-management/itil-service-management>)-compatible IT Service Management (<http://www.hornbill.com/solutions/it-service-management/itil-service-management>), IT Helpdesk (<http://www.hornbill.com/solutions/it-service-management/help-desk-software>), Customer Service (<http://www.hornbill.com/solutions/service-desk-software/support>), HR and Facilities Management with the flexibility to build additional desks at minimal extra cost. Hornbill's software supports thousands of commercial and governmental sites worldwide. Hornbill (<http://www.hornbill.com/>) was founded in 1995 and has offices in London and Dallas.

Hornbill has earned many industry accolades including; Service Desk Institute "IT Service and Support Technology Supplier of the Year", "Best Business use of Support Technology" with Sharp Electronics and "Support Excellence Award for Smaller Helpdesks" with Camelot.

High profile customers include Atos Origin (Olympic Games Athens 2004, Torino 2006, Beijing 2008, Vancouver 2010), Buckinghamshire Hospitals NHS Trust, Kent County Council, London School of Economics, RSPB, Chubb Insurance, Greggs, Comet, The National Archives, and Camelot.

For more information about Hornbill's solutions please visit <http://www.hornbill.com/>

For Company and editorial information contact:

Ann James
Hornbill Service Management
Tel: 0208 582 8223

Email: ann.james@hornbill.com
Andreina West
PR Artistry
Tel: 01491 639500
Email: andreina@pra-ltd.co.uk