

PCR^o360TM

It's all about visibility.



Enterprise-level Communications and Technology Management



It's all about visibility.

What did you buy? Where is it? Is it being utilized? Are you covering your costs? Are you providing good service? What are the trends in your department? All great questions – PCR^o360 has the answers.

PCR^o360 provides a comprehensive set of integrated functions - Service/Help Desk, Asset Tracking, Cable, Product Catalogs, Billing, Knowledgebase and Dashboards – which combine to provide unparalleled insight and visibility into customers, expenses, and operational performance.

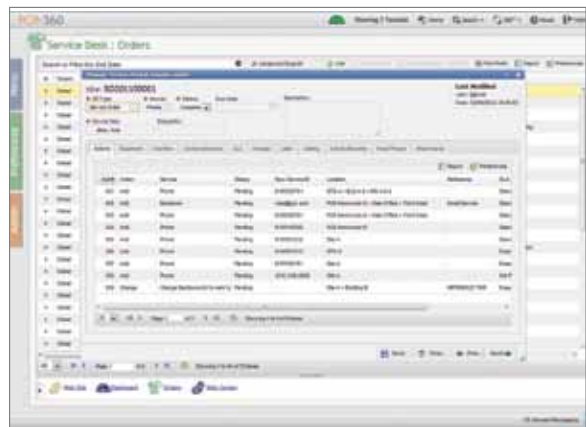
PCR^o360 functionality has changed the way companies plan, manage, deliver, understand and support enterprise technology services and resources. As a result, users realize rapid ROI, improved technology expense management capabilities, dramatic provisioning process improvements, risk management and a quantifiable bottom-line impact to their organizations.

PCR^o360 FUNCTIONS

Service Desk

The PCR^o360 Service Desk is the central point for:

- Inquiries
- Requests
- Service Orders
- Incident Reports
- Projects and Problems



The PCR^o360 Service Desk function manages activities for moves, adds, changes, and disconnections of service and equipment. The service order automatically updates service inventory, equipment inventory, cable inventory and billing. PCR^o360 handles all types of

IT service requests including laptops, servers, programming requests, monitors, projectors, software, desk phones, wireless devices, voice and data jacks, software and any other device, service or feature-set support as needed.

From a simple incident to reset a password to a complex, multi-month, multi-account project – PCR^o360 Service Desk provides a single application for any IT service request or incident report.

Asset Management

PCR^o360's inventory function provides the tools to allow organizations to define and track any tangible asset (equipment) or intangible asset (such as a software license) on a system-wide basis. All assets are automatically updated when service order or incident report processing is completed to ensure records stay current even while your environment is constantly changing.

PCR^o360 allows you to transfer inventory assets between multiple warehouses, locations or technician vans and still provides a consolidated inventory review. PCR^o360 also lets managers define rates and product code descriptions, effect mass updates to the system, and track warranty and serial number information.

Cable

PCR^o360 provides a converged network infrastructure solution with a visual representation of an integrated network combining equipment and cable into a single view. This allows quick access to the information you need to track your enterprise converged network, including: equipment (switches, routers, servers, phones, terminals, printers, etc.) cable (inside plant,

vendor circuits, bandwidth, etc.), and technologies (voice, data, VoIP, video, etc.) all in a single, unified framework. Complete visibility of the infrastructure saves expense while improving time to remedy, install and provision.

Cable Benefits:

- lets you view the entire network in easy-to-understand, graphical diagrams
- allows you to model any cable components from a single twisted pair to an OC768
- integrated with Service Desk to provide quick management insight regarding work levels (orders and tickets) at different locations
- processes work orders/incident reporting for complex cable/data network elements
- tracks and maintains asset 'bill of materials' profile for all networking components – equipment, cards in that equipment, ports, etc.
- provides visibility into rack configurations and component locations
- allows drill down from sites to buildings, rooms, and floors, etc
- provides a catalog to quickly find any network element (i.e., location, equipment, asset tag, etc.)
- detailed integration with Service Desk for visibility into equipment and circuit histories
- view and maintain conduit configurations and access locations

The build/display cable path function is a tool that allows organizations to define all of the relevant components to build detailed cable paths from start to end so that you can easily track a path, including all of the relevant cross connection points. PCR^o360 allows you to verify cable usage and capacity, automatically reserve cable paths as part of the Service Order process, and view cables by location so that you can proactively manage your cable plant rather than simply react to problems.

PCR^o360 CustomerCenter

The PCR^o360 CustomerCenter provides end-users with secure, access via a web portal. This access allows customers to get on-line self-service without the need to tie up back-office resources. With CustomerCenter, customers no longer have to call the IT Help Desk for many of the common requests that would normally divert your staff. Functionality includes:

- **System Alerts/News** – News and Alerts can be added to disseminate information to the system users – messages displayed on homepage for each user.
- **Service Requests** – A step by step walk through wizard approach for Service Requests helps users submit orders via a web-cart format.
- **Incident Reporting** – A step by step method for users to log incidents/trouble tickets. This functionality comes with a built-in Knowledgebase search to help divert known issues and problems.
- **Web ViewBill** – An html bill rendered in an easy to view format with drill-down functionality to see multiple levels of bill detail.
- **Help Center Knowledgebase** – A library where users can build articles to disseminate information and store help knowledge – can be used with Incident Reports to help divert known tickets issues.
- **Approval Workflow** – The system provides an approval process that will route requests to the appropriate people/groups for approval before submitting as Service Requests.

CustomerCenter is directly connected to PCR^o360 so that all service and incident requests flow automatically into the back office so there is no need to re-enter the data. Additionally, this direct connection also allows your end users to get the most accurate and up-to-date statuses on their activities.



PCR^o360 Dashboard

PCR^o360 provides a comprehensive set of integrated functions – Service/Help Desk, Asset Tracking, Cable, Product Catalogs, Billing, Knowledgebase and Dashboards – which combine to provide unparalleled insight and visibility into customers, expenses, and operational performance.

Unique Characteristics of PCR³⁶⁰.

360° View – Gives a complete and accurate picture of all data, information and history on anything in the system. Look up by person, site, location, specific equipment, etc. and see everything related to that inquiry in a single screen. No need to jump from one section of software to the next to see all pertinent information.

Multi-tenant/Multi-desk capability – PCR³⁶⁰ gives you the ability to support multiple tenants and separate or combine the tenant data. In addition, PCR³⁶⁰ will allow for sub-tenants within a tenant allowing you to isolate information (such as voice and data) so that each tenant has their own set of rules/workflows/etc., while still allowing you to have a global view and access of the entire Enterprise. Each tenant can have their own information critical to their area of responsibility, their own catalog of products, help desk, inventories and more.

Automated service order approval process – Templates can be set up to automatically process a request for approval based on defined roles and rules in the system.

Knowledgebase – Allows help desks to develop resource documents for quick access to historical data on incidents as well as successful resolutions.

Customized, personal user interface settings – Using grids and shortcut menus – each user can personalize how they interact with the system to enhance their efficiency and quickly access the information they need for their specific duties.

Easy ad hoc reports – From any grid you can create multiple, savable settings allowing each user to pick the data they want and how they want to view information in the grid. These views can also be printed to allow quick/easy data queries and reports.

User configurable landing page – Each system user can define what information is presented to them at initial log in. This includes, bookmarks, widgets, Service Orders/Service Requests and Incident Reports.

Advanced Search – Allows you to filter information in the system grids to find the exact item you are looking for the first time. And if you use this search often, you can save it for quick recall.

Incident reports aggregated as problems (ITIL) – PCR³⁶⁰ gives you the ability to collect and gather similar data or incidents from various sources, sites etc., in a collective report to determine patterns, chronic problems, trends etc., as well as developing resolutions to incidents.

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