iET® Enterprise: Your platform for service management solutions, xRM and individual application development

iET Enterprise – Your platform for:

▶ IT service management aligned to ITIL

▶ xRM: industry-tailored solutions, human resource management, etc.

▶ facility management

▶ client management

▶ customized applications

Your Benefits:

▶ shared technology platform ensures easy integration

▶ use of proven iET ITSM modules reduces development efforts

▶ customized application development can benefit from enhancements of the iET Enterprise platform

The iET Enterprise platform provides the foundation for all service and IT service management applications offered by iET Solutions. iET Enterprise is highly flexible and scalable and offers extensive options to be adapted to customer specific needs. Almost every part of the solution, including forms and workflows, can be adapted using the iET Developer's Studio, a graphical development environment.

iET Solutions' partners and customers can use the iET Enterprise platform to develop their own applications applying iET Enterprise client and server technology together with iET ITSM processes and modules. Third party software can be integrated in minutes using the iET Integration Center. This allows data from HR systems, materials logistics or purchasing, for example, to be used within any iET Enterprise application.

figure above: service management solutions by iET Solutions & partners

Service management from iET Solutions

iET ITSM, the IT service management application from iET Solutions, is based on ITIL® and offers 12 certified ITIL® processes. iET ITSM helps companies manage, automate and optimize their IT services, with additional solutions available for managing IT assets, licences and user rights, as well as for process analysis and optimization.

Besides the management of IT services, iET Solutions offers applications to manage a variety of other services, for example an application for facility management. This application manages a company's technical installations and equipment such as lifts, lighting and air conditioning systems. In addition to recording all data and contracts related to this equipment, time frames and consumption information can be saved in the system to trigger specific actions if critical values are exceeded or undercut. Maintenance deadlines can be scheduled and monitored.

Open for new applications

The iET Enterprise technology platform is aimed at partner companies developing and supplying proprietary applications. iET Enterprise is also open for customer specific adaptions. Since all applications are based on the same platform, they are easy to integrate and benefit from further development and enhancements of the underlying technology. Some of the proprietary applications already having been implemented by partners are described below.

xRM

Based on iET Enterprise, solutions have been developed to manage the various relationships of an organization. This includes applications for CRM and HR management as well as industry-tailored solutions.

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Customer relationship management

Traditional applications support companies in improving their customer-focused business processes and cover areas such as marketing, sales and customer services. In order to meet these demands, the following processes have been implemented in the CRM solution:

▶ **Lead management**
Management of prospect data and inquiries

▶ **Account management**
Detailed information about an organization, e.g. customers, suppliers, investors

▶ **Contact management**
Record all details of an organization's contacts

▶ **Project and product management**
Information about an organization's products and projects such as deal size, likelihood of closing the deal or involved competitors

▶ **Proposal management**
Import quotations from ERP systems and/or create quotes in the system itself

▶ **Forecast management**
Generate sales forecasts based on existing quotes

▶ **Credit history management**
Overview of open assets and rating of customers' financial reliability

▶ **Customer service management**
Document complaints and service incidents

▶ **Marketing**
Generate and dispatch mail shots and email campaigns; use information as background for telemarketing campaigns

▶ **Contract management**
Manage customer and supplier contracts

Industry-tailored relationship management solutions

In addition to customer and supplier management solutions, a sector-specific application for property management has been developed using the iET Enterprise technology platform. This solution includes:

▶ **Prospect management**
Save contact details and search profiles

▶ **Property management**
Manage properties separated by accommodation unit, house, etc.

▶ **Tenant management**
Manage contact details, rented properties, etc.

▶ **Complaint management**
Record any communication with prospects and tenants

▶ **Service provider management**
Overview of all service providers such as plumbers, fitters, etc.

▶ **Insurance claim management**
Document insurance claims, related correspondence, etc.

xRM

xRM stands for extended relationship management and is a refinement of CRM (customer relationship management). The "x" stands for extended or anything as a system does not only manage customer data but any relationship an organization has, e.g. with suppliers, partners or investors. This includes the management of a wide variety of information, such as project data, contracts, property assets, etc.

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Human resource management

An HR management application has been designed especially for personnel service agencies. This solution helps agencies to manage their entire recruitment process, from placing a job advertisement and managing the correspondence to selecting and engaging a new employee. As part of the staff management process, the solution includes managing holiday leave, sickness, contracts, etc. The HR management application includes:

▶ **Management of job adverts**
Publish job announcements on the company's own website as well as on external job forums

▶ **Candidate management**
Record all relevant details of an applicant such as contact details, qualifications and curriculum vitae

▶ **Automated registration of online applications**
Automated dispatch of rejections, invitations, job offers etc.

▶ **Employee management**
Record all employee-related data

▶ **Management of deployment and individual agreements**
Document all planned and completed deployment tasks of an employee

▶ **Contract management**
Store contractual agreements with employees; save trade union agreements in the system to be automatically applied for future salary adjustments

▶ **Management of holiday and sickness leave**
Overview of taken and remaining holidays, as well as of reported sickness absences

Client management

The daily work of an IT administrator involves a variety of recurring, routine activities. These frequently require a lot of time to complete, which means there is hardly any time left for important tasks which are "not run-of-the-mill". The client management suite automates time-consuming, redundant tasks to reduce the effort and cost involved in supplying and supporting client systems and software, and carrying out patch management for them. These tasks include, for instance:

▶ automatic installation and update of operating systems and software

▶ distribution of security patches

▶ automatic inventory of the company's entire IT system

▶ flexible interfaces for sharing inventory data with any application

▶ Licence management

▶ centralized data backups

You will find detailed information about iET ITSM and the iET Integration Center by visiting www.iet-solutions.com. If you are interested in one of the partner solutions, please contact us directly. We are happy to bring you in contact with the relevant party.

ABOUT iET SOLUTIONS

iET Solutions, a division of UNICOM Global, is a leading global supplier of service management and software asset management solutions. With the help of a flexible set of software suites, iET Solutions allows its customers to fulfill compliance requirements, mitigate audit risks and realize business value by managing, automating and continually improving their services.

Our IT service management solution, iET ITSM, is fully built around ITIL best practices. iET Solutions has been awarded with certifications from the OGC, now part of the Cabinet Office, the APM Group, the glenfisPassed™ and the PinkVERIFY™ 3.1 certification for 12 ITIL® processes. Add-on-software is available to manage the IT infrastructure (CMS/CMDB), licenses and entitlements as well as for process analysis and optimization.

More than 600 companies in 26 countries benefit from the iET Solutions software offerings.

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