



8Manage Service Mgt. Advantages

8Manage Service Management is based on ITSM and ITIL standards and is suitable for both IT and non-IT industries.



Advantages of Non-IT industries

- Service center management
- Product warranty management
- Spare parts management



Incident Management

- Customer self-service portal
- Warranty management
- Service level agreement (SLA) management
- Task assignment and monitoring



Problem Management

- Problem record
- Problem investigation
- Resolution proposal
- Implementation
- Acceptance and closure



Change Management

- Ensure that the benefits and risks of all proposed changes are evaluated and all impacts are considered
- Determine the priority of changes and allocate limited resources to the changes that generate the greatest benefits based on business needs
- All changes are required to be fully tested, and each deployment includes a rollback plan to restore the state of the environment if the deployment fails
- Ensure that the configuration management system is updated to reflect the impact of the change



Configuration & Asset Management

- Configuration items (CI) are all components that need to be managed to deliver services
- Support the entire service or system (including all hardware, software, documentation and support personnel) to a single software module or minor hardware component
- Collect and maintain accurate and organized records of CIs in the environment to prevent configuration errors
- Provide effective information to facilitate employees to verify CI information on a regular basis



Service Catalog

The service catalog provides the following clear information:

- Service name
- Service description
- Service type
- Service level
- Service fee
- Service hours
- Service support

It can bring you the following benefits:

- Centralized management of requests
- Simplify the user service acquisition process
- Provide self-service
- Improve business processes
- Better control of the process
- Supply standardization
- Lower the cost
- Improve financial management

Improve customer

8Manage can provide best combination of standard products & redevelopment services for enterprise management and over 500 corporations in Asia are using our following modules on-premises or SaaS:

8Manage PPM : Project and Portfolio Management

8Manage Timesheet : Resource Time and Cost Management

8Manage SRM : Supplier Management, e-Procurement and e-Tender

8Manage ERP : Enterprise Full Automation

8Manage CRM : Corporate Client CRM and Consumer CRM

8Manage ITSM : Service Management

8Manage HCM : Human Capital Management

8Manage OA : Office Automation

8Manage EDMS : Electronic Document Management System

8Manage Kanban : Visual Agile and Lean

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