



# 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

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 satisfaction

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**8Manage CRM** : Mobile Internet CRM

**8Manage SRM** : Supplier Management, e-Procurement & e-Tender

**8Manage Simple PM** : Simple to Start & Extend PM

**8Manage PM** : Advanced Tool for Project Planning & Execution

**8Manage PMO** : High Performance PMO

**8Manage HCM** : Human Capital Management

**8Manage OA** : New Generation Office Automation

**8Manage FAS** : Enterprise Management Full Automation Suite

**8Managee-Expense** : Web & Smartphone Expense Report System

**8Managee-Leave** : e-Leave & Leave Management

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