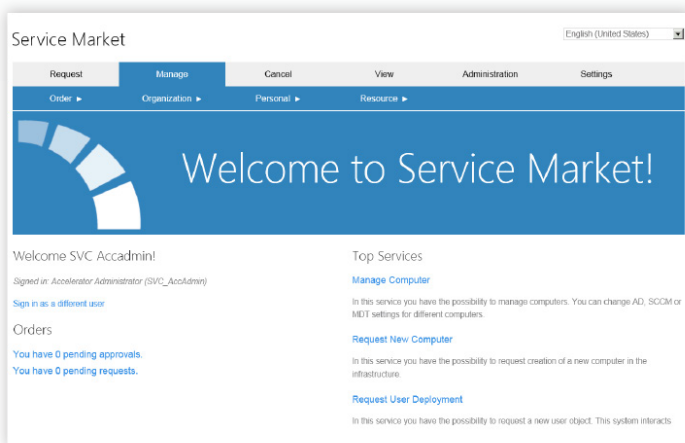


Service Market



„THE WORLDS SMARTEST
SELF-SERVICE PORTAL“



Imagine you can give all your users access to all your IT services. Well, that's what we do. Self service solution for enterprises comprising more than 45 built in service modules with everything from AppStore to developer server environment provisioning. It can be integrated in MS System Center Configuration Manager, Service Manager and Orchestrator as well as other service management platforms like Service Now. This empowers your end-users to choose the software or service they require from a familiar 'shopping cart' interface.

- ➔ Easy to use web based interface
- ➔ Multi language support
- ➔ Multi currency support
- ➔ SCCM 2012 SP1 integration
- ➔ Extensive logging and tracking
- ➔ User delegation and aliasing

EXTENSIBLE
SERVICE
CATALOGUE



INTEGRATES
WITH SCCM
2012 SP1



BUSINESS UNIT
COST
ALLOCATION



MULTILEVEL
ROLE BASED
SECURITY



WHAT CAN SERVICE MARKET DO FOR YOU?

Feature

- ➔ Easy to use web based interface enables users to order applications, hardware and services
- ➔ Fully extensible service catalogue based on your business requirements – new services can easily be added
- ➔ Multi language, multi currency and multi business unit support
- ➔ Create, read, update and delete change requests, incidents and service requests in SCSM 2012 SP1
- ➔ Extensive status tracking and reporting
- ➔ User delegation and aliasing
- ➔ Advanced approval workflows

Benefit

- ➔ Provides a fast and efficient self-service interface for your IT infrastructure
- ➔ Not a static solution, but adapts to the changes in your requirements and business
- ➔ Companies with business units in different countries and with different currencies only need one self-service portal
- ➔ Only one self-service portal for your end-users is needed
- ➔ End-users will at all times be able to follow the status of their orders
- ➔ While on vacation managers can delegate their approval rights and thus ensure approvals run as smooth as possible
- ➔ Suits every business size and organizational setup

THREE DIFFERENT EDITIONS OF SERVICE MARKET

Service Market is a scalable framework and has editions to suit any type of business – in industry, size, complexity and geographical coverage.

Self-service	Application Edition	Service Desk Edition	Enterprise Edition
➔ Software / applications	✓	✓	✓
➔ Computer		✓	✓
➔ Other (folder, dist. list, group)		✓	✓
➔ Password		✓	✓
➔ User		✓	✓
➔ Local administrator		✓	✓
➔ Hardware			✓
➔ Approvals	✓		✓
➔ SCSM integration			✓
➔ Customer developed services			✓
➔ Customer developed workflows	✓		✓
➔ SQL reports	✓	✓	✓

TRANS4MATION – ...AND IT WORKS!

Lean back and relax, if you are looking for intelligent, performant IT solutions that should grow along with your requirements and enterprise. Thanks to the Trans4mation system house you have found a provider which is focused precisely on that and simultaneously offering a wide range of products and services.