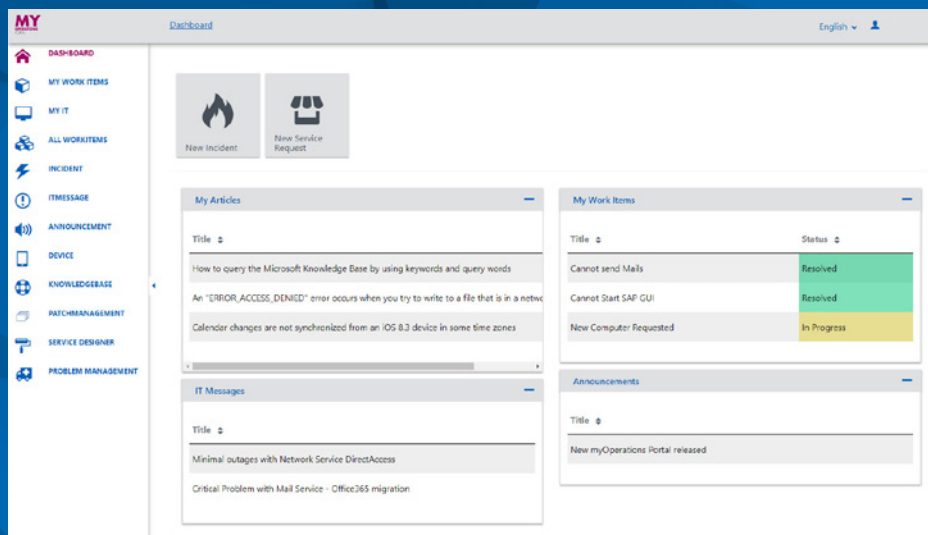




# Improve your IT Service Management with the flexibility of the myOperations Portal

The myOperations Portal is an add-on for Microsoft System Center Service Manager, which delivers a flexible and complete replacement for the System Center Service Manager self-service portal and more, e.g. integration possibilities for service desk staff, administrators and more advanced IT processes. The portal also allows users to interact fully with the corresponding information, such as managing tickets and other work items by customizable actions and tasks. Additional tasks, like editing CMDB items and their relations, is also possible via customized views and actions.



## MYOPERATIONS PORTAL

# Feature Highlights

### Notification

Notifications can be displayed directly by the myOperations notify client via system tray integration.

### Managing tickets and other work items

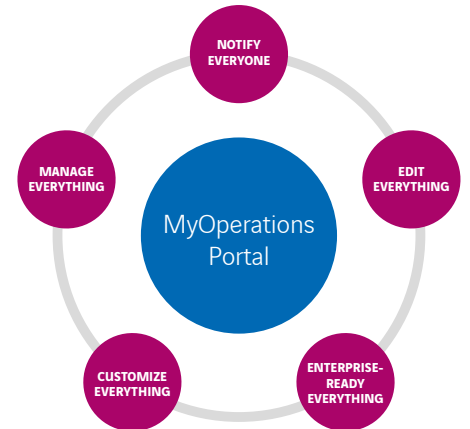
Details of tickets and other work items are shown by configurable views (list and detail views). Multiple tasks and actions can be configured independently for each user role (perspective).

### Editing CMDB items

Extensive editing possibilities for all CMDB items can be provided directly in the myOperations Portal. This can be used for many different IT processes, also processes which are not directly related to IT service management processes.

### Customizable views and actions by user roles

Did you ever had the situation where your IT Service Management Portal did not have the required flexibility to provide exactly the information each user role needs? With the flexibility of the myOperations Portal you are able to do just that!



## NEW:

# myOperations Enterprise Add-Ons

Enterprise Add-Ons deliver comprehensive functionalities for other IT processes and requirements. The Add-Ons are available separately – you will only pay for what you need! Enterprise Add-Ons are inspired by real-life customer situations. Future Enterprise Add-Ons might be designed with you! IT Service Designer is the next hot Enterprise Add-On available.

### Advanced Patch Management

- ▶ Delegate the roll-out responsibility to non-IT employees by providing self-service.
- ▶ Increase compliance by standardization and automation of the Patch Management process.
- ▶ Decrease complexity for everyone involved.

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