Novell

Data Sheet

Endpoint Management

Novell® Service Desk

Deploy a complete, scalable service-desk solution that lowers your service and support costs and improves service levels by streamlining and automating your entire service-management environment.

Product Overview

Novell® Service Desk reduces your mean time to repair (MTTR) and continually improves your service-management environment by streamlining and automating a complete range of service-desk functions. By applying industry-acknowledged best practices, the fully integrated service management tool in Novel Service Desk allows you to solve, submit, track and manage requests via email, smart phone or a convenient customer portal.

Key Benefits

With Novell Service Desk, you can:

- *Deploy a complete, scalable and flexible service management environment quickly and inexpensively.*
- *Integrate Novell Service Desk quickly with your existing enterprise directories, asset management and authentication solutions.*
- *Enhance, improve and automate incident, problem and change management processes using a centralized Configuration Management Database (CMDB).*
- *Speed resolution times and reduce frustration by empowering users to solve their own problems.*
- *Embrace and follow key Information Technology Infrastructure Library (ITIL) service support and delivery support processes without hiring expensive consultants.*

Key Features

Novell Service Desk can offer your organization the following features and capabilities:

WEB 2.0 ARCHITECTURE

NNovell Service Desk supports every browser on every operating system and embraces the latest Web 2.0 technologies.

VENDOR-NEUTRAL APPROACH

Novell Service Desk supports all major operating systems, databases and application servers with simple installation and configuration on existing business systems, reducing the need to invest in proprietary software or specific hardware.

SUPPORT FOR OPEN STANDARDS

Novell Service Desk applications support open standards and comply with existing standards such as XML, web services, Java, email and cascading style sheets (CSS).

SCALABILITY

Novell Service Desk supports thousands of concurrent users and integrates easily with other systems to expand and adapt to your existing enterprise applications. It also offers complete support for clustering, load balancing and failover.

System Requirements

Novell Service Desk is available as a complete service-management solution or as a more basic incident-management tool. For detailed product specifications and system requirements, visit: **www.novell.com/products/service-desk**

Novell Service Desk helps organizations align IT services and processes with business requirements and objectives. This can save organizations money by reducing the time IT teams spend on issues and helping organizations avoid downtime, increase productivity and speed business services.

www.novell.com

FAST, EFFICIENT DEPLOYMENT

With Novell Service Desk, there are no more 6–12 month implementations and long-term consulting contracts. We've designed Novell Service Desk so your users can customize it using simple configuration options and style changes.

SEAMLESS INTEGRATION

Ease of integration with third-party applications via web services eradicates the prohibitive costs usually associated with enterprise integration projects. The system comes pre-integrated with all major asset management tools and supports all lightweight directory access protocol (LDAP) and Active Directory servers for authentication.

SUPPORT FOR NOVELL TECHNOLOGIES

Novell Service Desk works seamlessly with other Novell solutions such as Novell ZENworks® Configuration Management. Novell Service Desk also gives users access to tools such as ZENworks remote control and bundle assignments from within the Novell Service Desk console.

SUPPORT FOR KEY ITIL V3 PROCESSES

Novell Service Desk provides fine-grain control to support fundamental ITIL processes such as Incident, Problem and Change Management. Other key ITIL processes which Novell Service Desk helps you control include request fulfillment and knowledge, configuration, service-level, financial, and release and deployment management.

CALENDAR SUPPORT

Technicians can import tasks into any calendar application that supports iCalendar.

LINE MANAGER APPROVALS

Many IT requests require approval from a user's line manager. Rather than have your IT staff hunt down the correct manager, Novell Service Desk provides a smooth workflow for line manager approvals.

SCHEDULED REPORTING

Novell Service Desk produces huge amounts of information on the state of IT. To make sure this information reaches the right hands, you can schedule any report to run on a regular basis or whenever necessary.

RELATIONSHIP IMPACT MAP

Novell Service Desk provides a visual guide to how changes or outages in a single component will affect the entire IT infrastructure.

INTUITIVE USER INTERFACE

Novell Service Desk provides fast, easy access to information and rapid return on investment with an easy-to-use, browser-based interface with single sign-on options for instant access. The fully customizable visual dashboard lets technicians see the information they need to do their job while managers can see the information they need to answer bigger questions.

"We've freed up about one quarter of our IT staff's time using Novell Service Desk. They're now able to spend more time focused on meeting the business needs of our users."

ROBERT CAHOON
IT Systems Analyst
NuVista Energy Ltd.

Contact your local Novell Solutions Provider, or call Novell at:

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