

Mobile Client for HP Service Manager

Mobile Client is a mobile HP Service Manager application for Smartphones.

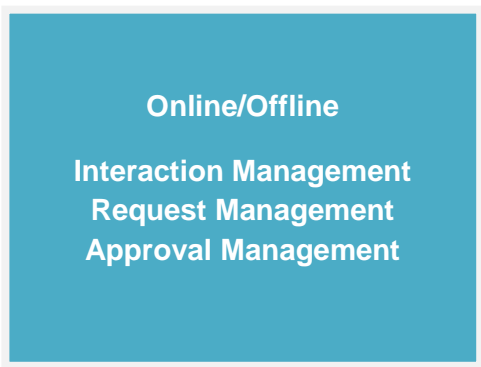
With the latest smartphones, you can enable mobile users to access key enterprise applications and take advantage of anywhere and anytime access.

Who really needs SM mobile application ?

- **Field engineers (incident analyst):** Field engineers are typically tasked to work with business users (ticket submitter) at user premise, thus they work mostly away from their desk. So, the field engineers are looking to close tickets through ITSM mobile application as they complete the work instead of running back to their desk or updating ticket status at the end of the day. Another important use case is when the field engineers need to re-assign the tickets to a different assignment group (e.g. PC hardware to ERP application) after the diagnosis.
- **Change approvers:** Ability to approve change requests using mobile devices would greatly benefit approvers that attend numerous meetings during working hours. Benefits of having ITSM mobile application is when a change approver needs to approve change requests during off hours. Instead of booting up your PC, connecting to VPN, and then logging to Service Manager, it would so much easier to click on the email link on your mobile device that takes you to the change request ticket on the ITSM mobile application.



- **Request approvers:** Request approvals through ITSM mobile application can assist with approvers that need to approve IT asset and services in timely manner. Similar to change approvers, capabilities to approve requests on all hours even on the go will help with overall IT productivity.
- **ESS users:** Enterprises are distributing more mobile devices to employees, and some employees are using their personal Smart Phone devices to connect to work. Ability to enter employee self service requests using ITSM mobile application can help employees log their support issues using their mobile devices. Another key benefit is checking existing ticket status using mobile devices, so they can stay up to date on the ticket status.



Mobile Application for HP Service Manager complements and co-exists with the existing PC browser based HP Service Manager application.

HP Service Manager mobile application takes advantage of mobility benefits and provide solutions that could be uniquely solved through mobile solutions.

Compatible with the previous HP Service Manager versions.

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About Idea Teknoloji

Idea was founded in 2004 as a result of years of knowledge in studies of large scale service management infrastructure design & implementation.

Today, with 25 consultants, Idea's products are used by more than 60 leader companies of many different sectors including pinoeeringin Finance, Telecommunication and Retail.

Idea is a ISO 9001 certificated company.

Idea Solutions :

A 3rd generation City Surveillance Management System. The system centralises the distributed data (from different sources such as city camera system, police cars, call center etc.) and correlates in one single platform to allow security forces to gain speed and efficiency in preventing the crime with a robust and reduced cost system.

A system developed/designed by Idea to manage Electricity Consumption & Quality. Abstract level representation of overall system against to SCADA based solutions with almost 2 years of ROI.

HP Software Solutions :

As a Gold Business Partner of HP Software, Idea, provides software products and consultancy services to align the technology with the needs of business.

- IT Service Management
- IT Asset Management
- Configuration Management Database
- Test Data Management
- Application Lifecycle Management
- Web Application Security Management
- Quality Assurance

