



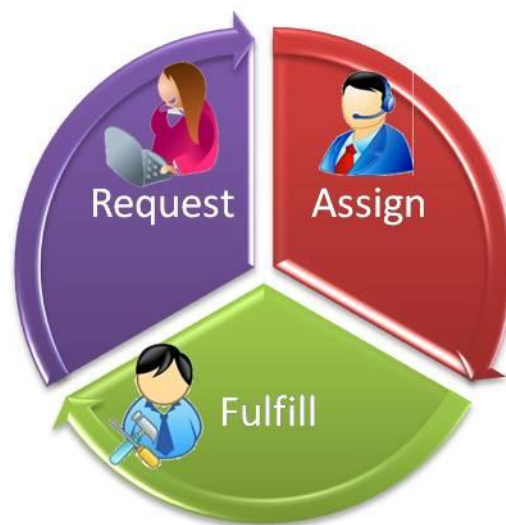
# Crow Canyon Systems

Powering Support Productivity

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## **Beyond the Help Desk: Employee Service Requests**

*Automate service requests across your organization*

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"HANG ON WHILE I FIND A PENCIL."

## Introduction

In today's challenging economic climate, organizations are faced with getting the most productivity out of their employees while keeping employee satisfaction high.

Traditionally, each department implements their own service desk requiring employees to learn multiple systems.

Internal service departments such as IT, Human Resources (HR), Facilities and Administration are often the first areas to be impacted by cutbacks and reductions, yet are still expected to provide a high level of service. How can you work with less but provide better service levels?

One way is to automate the process for requesting services and tracking the fulfillment of the requests. This is called Service Request Management.

Employee Service Request Management automates common requests made across organizations. It gives employees a single point to submit and track requests for service via a service ticket. This process eliminates the need to look for forms and make phone calls or emails in order to track the status of such request. Tracking vacation leave, supply orders, repairs, computer issues, scheduling, and many other administrative requests are simplified. This streamlined process allows employees to focus on their jobs, instead of non-productive tasks.

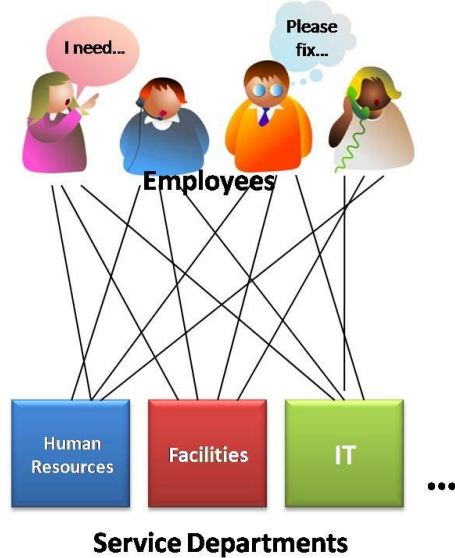
For service departments, relevant tickets are automatically routed to responsible staff and easily tracked. Service department managers can report on the timeliness of request fulfillment and measure service levels.

Our program provides a pragmatic and cost efficient approach to automate service request tracking. This process can be implemented in minimal time using your existing infrastructure.

## The Problem - Fragmentation

In many organizations, employees need to request internal services (HR, IT, facilities, or administration) for assistance. Various forms

and fragmented processes are required to track the status of their request. These processes affect productivity and distract the employee from the primary job function.



Service department staff struggle to track and fulfill all the requests in an efficient and timely manner. These small inefficiencies add up to hours of time per week. The excessive time spent fulfilling basic requests results in a substantial negative impact on overall productivity and employee satisfaction.

### Previous Options

To date, many organizations have addressed these problems with internal portals. While these provide access to forms and policies, they do not track the fulfillment process. Individual service departments such as IT and HR can implement their own online systems, but the various systems create complexity and deter the employee from actually using the systems.

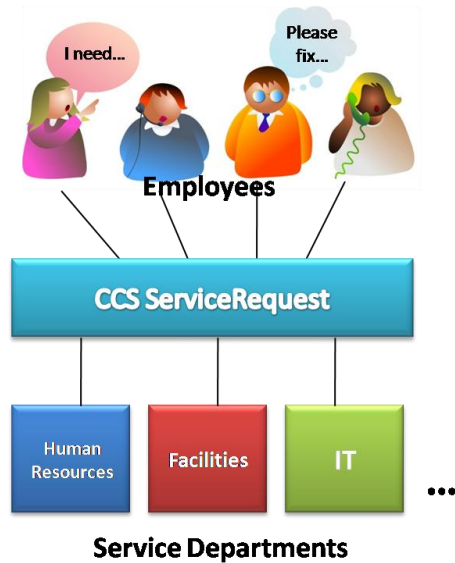
Other organizations take a cross organization approach with mega-projects to redesign entire business process models (known as BPM, ERM, BPA), but they often do not complete the projects. This approach is extremely expensive and inefficient.

### A Pragmatic Solution with Quick Results

There is a pragmatic, simple way to implement a solution that is cost-effective, installed and usable in a day, and leverages your existing investment in forms, documents, technology and processes.

At many companies, Microsoft Office, Outlook and/or SharePoint are already in use. Emails, documents, tasks and calendars are all integrated into these collaborative environments. Employees are using these systems daily to send requests, so why not leverage existing systems to capture, track and fulfill these requests?

CCS Service Request does just that. It is built on Microsoft Outlook and SharePoint to allow employees to initiate a request ticket from within Outlook or SharePoint. CCS Service Request dynamically presents the relevant form, policies and documents. Contact fields are auto-populated from Active Directory. Once submitted, the ticket is routed to the responsible department where it can be rapidly assigned for fulfillment.



**Service Departments**  
 CCS Service Request sends notifications throughout the service request process and can even provide a satisfaction survey to the employee upon completion of the task.

Service Departments can determine which requests require approvals. Requests can be assigned to a single individual or split into multiple work orders for multi-task requirements. Service Department staff can access a knowledge base with instructions to fulfill requests. The tickets can also access operational data such as HR, inventory information, order systems, or asset databases.

Service department managers can use the reporting function to measure performance, identify overdue tasks, and report on specific requests.

## Benefits

*Employees focus on their jobs with higher overall satisfaction*

*Higher service staff productivity and accountability*

*Improved policy compliance*

*Increased return on your existing technology investment*

## Rapid Installation and Deployment

Because CCS Service Request does not require any new hardware, it can be installed in minutes. Set up and deployment for your entire organization can be completed within a day with the client-on demand option of our software.

## Learn More

Find out what over 2000 organizations worldwide already know. CCS Service Request can significantly improve productivity of employees across your entire organization. In this time of economic challenge, it is a pragmatic way to extend the capabilities of internal service departments and deliver high employee satisfaction.

To learn more go to [www.crowcanyon.com](http://www.crowcanyon.com) or [www.sharepoint-applications.biz](http://www.sharepoint-applications.biz) where you will find online demonstrations, testimonials, and a free 30-day trial! Email to [sales@crowcanyon.com](mailto:sales@crowcanyon.com).