Softlib iSolve FAQ's	
Question	*Answer*
Q1) How does the iSolve solution work & how can this help our organization with Problem Resolution?	iSolve is a solution that intelligently searches any technical information source, whether a commonly used data format (E.g. SharePoint, PDF, DOC, PPT, Internet, et al) or a proprietary data format via an API facility (E.g. in-house bespoke system) dynamically & automatically, while allowing the user to rank & group this information to their own individual requirements. Timely & intuitive access to problem information, in one centralized location reduces problem determination time, while additional "help" resources can be added at any time, to assist problem resolution for future users. Thus only one solution is required for Enterprise Wide Problem Resolution, reducing complexity & TCO accordingly, empowering End Users, Help Desk & Operational Support personnel to resolve problems quickly & efficiently, hopefully first time!
Q2) Does iSolve provide an alternative solution to the Mainframe Quick-Ref solution?	The Mainframe Quick-Ref solution provides a message/function look-up facility for a number of IBM Mainframe software solutions, but not each & every IBM Mainframe solution, & so one must draw ones own conclusions regarding currency & coverage of information. iSolve allows all documentation sources to be encompassed & thus each & every technical document (E.g. Manual) available to the user, while macro/toolbar facilities provide the same message/function look-up facility as that of Quick-Ref (E.g. QR MSGID). So put simply, yes iSolve provides a lower cost & more rounded solution to assist Mainframe Problem resolution when compared with Quick-Ref.
Q3) Is iSolve easy to install?	iSolve is a Windows based solution that is easy to install, while base installation is achieved in a few hours. As with any solution, it is recommended that a modicum of user specific customization is performed to safeguard that the customer derives maximum benefit from the iSolve solution. Typically this full process takes ~3 days to complete, safeguarding that the customer is fully conversant with the iSolve solution, while deriving maximum benefit.
Q4) What are the technical interoperability requirements for iSolve?	iSolve is a Web application operating on Wintel technology and thus standard Windows Operating Systems, 2000 and above, while deployment of the latest Windows OS is strongly recommended, as per the associated Microsoft Product Lifecycle Support details. The iSolve application requires 200 MB of disk space and interoperability with any industry standard Web Browser (E.g. Internet, Explorer, Safari, Firefox, Chrome, Opera, et al). A PC meeting Windows System Requirements is of sufficient specification for the iSolve application. iSolve isn't a resource intensive application, only maintaining indexes for associated documentation sources, allowing user search access to information via a standard Web Browser GUI. iSolve also provides support for standard Thin Client architectures.
Q5) How quick or responsive is the iSolve application?	The iSolve architecture has been designed to optimize response times & intelligent indexing & optimized code safeguards that user response times are quick & measured in a few seconds or less.

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Q6) What type of pricing mechanisms are available for the iSolve solution?	iSolve can be purchased as a perpetual license with an annual renewable support contract or optionally via a monthly lease/rental agreement. For Mainframe deployment as a Quick-Ref replacement, iSolve can also be purchased via a subscription pricing metric, where the cost will be less than the current Quick-Ref annual support renewal cost.
Q7) Is the iSolve solution platform specific or can iSolve be used as our organizations only Problem Resolution solution?	Because the iSolve solution is based on an open architecture, capturing all data formats, universal or proprietary, all platforms are supported. Problem Management is a separate discipline & an organization may deploy several Problem Management solutions that are platform dependant, but iSolve could incorporate these data sources for universal & thus Enterprise Wide Problem Resolution.
Q8) We don't have the time to learn yet another product, so why should we consider iSolve to assist our Problem Resolution efforts?	iSolve is easy-to-use & easy-to-install, providing timely & efficient access to all technical information sources via an intelligent search & data presentation structure. The primary objective of iSolve is to make Problem Resolution easier by leveraging from current & future data sources that encapsulate technical information, expediting access to such information, simplifying Problem Resolution, benefitting support personnel & thus the overall business itself.
Q9) Why should my organization deploy the iSolve solution; what are the short-term & long-term benefits?	All too often there is "too much data & not enough information" & so iSolve uses intelligent search algorithms & data presentation, performing data reduction & providing the right information for "first time" Problem Resolution without escalation. In addition to TCO reduction, typical efficiencies experienced by iSolve customers are as per: ➢ ~10* faster solution identification for Problem Resolution personnel ➢ Eradicate ~30% of issues by providing Self Help for end users ➢ Resolution reduction time of ~90% for all associated IT personnel ➢ Reduce problem escalation from one department/entity to another by ~50% ➢ Improve business service availability metrics, by reducing business interruptions
Q10) Our Problem Resolution process provides support for global users speaking many languages. Does iSolve support multiple-languages?	Yes, iSolve provides support for global usage via an iSolve user specified selection of language translators with associated dictionaries, available for iSolve usage. The languages supported by iSolve include English, French, German, Italian and Dutch. Please contact us to discuss any other language support requirements.

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