

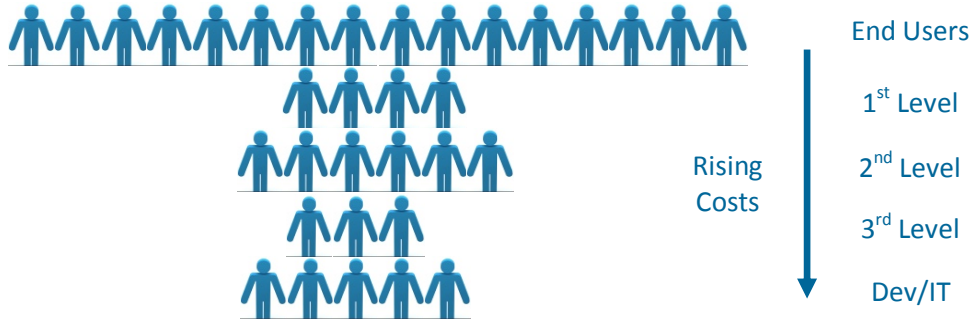


Softlib iSolve (Problem Resolution Acceleration)
Delivering the Right Solution at First Contact for Technology Users

Problem Resolution: The Challenge

Resolving technology issues often requires escalation to and thus the involvement of experts, which increases the cost per issue and lengthens the problem resolution cycle. Sometimes resolving issues take experts (Development, Testing Teams, Etc.) away from their other day-to-day Business As Usual (BAU) tasks, further increasing the cost of resolution.

Typical Problem Support: Personnel Representation



According to Forrester Research a typical Resolution cycle is split into Problem Detection, Solution Identification and Solution Implementation phases. The Solution Identification phase takes as much as 50% of the overall Incident Resolution cycle. This is due in large part to the vast amount of information sources experts need to go through for each problem detected in order to determine a potential solution.

The Softlib iSolve solution assists and benefits all departments involved in the resolution cycle perform the Solution Identification phase, often as much as 10x faster, because:

- End users use iSolve for Self Help
- Help Desk/Technical Support personnel use iSolve to increase first call resolution efficiency
- Developers/IT Administration personnel use iSolve to accelerate solution identification and reduce future escalations

By using iSolve your organization can reduce associated costs, typically by ~30%, while more importantly, improving overall service and associated Line Of Business (LOB) availability metrics.

“Using iSolve reduced the IT team calls for tech support by 80%”
 Customer Quotation - IT Infrastructure Division Manager, Major Bank

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The iSolve Solution: Introduction

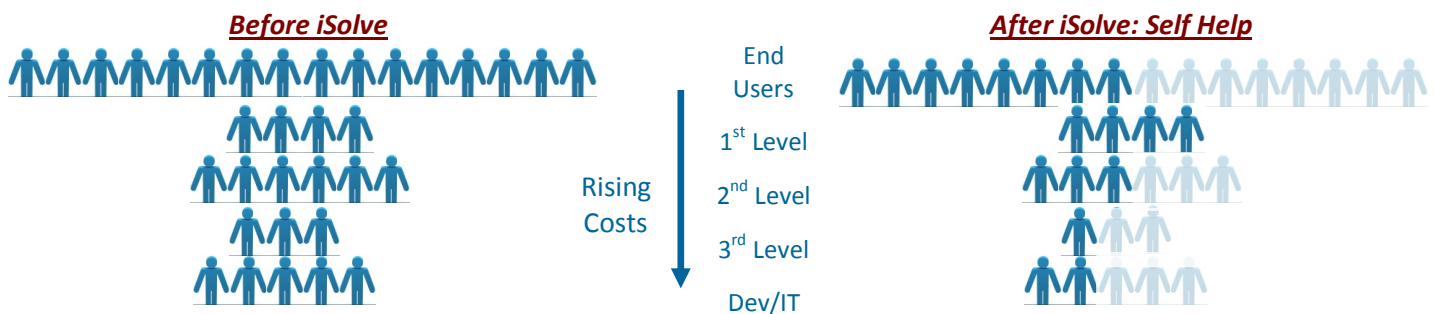
iSolve automatically locates and identifies solutions to technical issues very quickly and accurately, based on the following unique capabilities:

- One point of centralized access to Search or Browse all of your technical information/documentation sources without moving this information around
- Built-in knowledge includes Vendor (E.g. ISV, IHV) documentation and relevant Internet News groups, Forums and internal Problem Management repositories
- Intelligent search designed specifically to find and categorize technical information
- Group categorization ability for search results, allowing easier information access
- “Virtual library organization” allows grouping of separate information sources under one category, thus physical to virtual mapping via an “any-to-any” methodology
- Collaborative/Customization and thus local site information can be easily “attached” to any information article
- Seamless integration with Service Desk, CRM, content management applications, et al
- Support for all data types, with in-built connectors for all popular data types, with an easy to use API that allows connectors for all data types (E.g. Proprietary Data, Unique In-House Bespoke Data, et al) to be created in days
- Very low cost of ownership, as no data is “moved” and no new processes are added

iSolve Benefits

iSolve reduces overall TCO and improves business Service Levels by minimizing Problem Resolution time and associated personnel costs:

- 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
- Seamless integration eliminates the need to introduce another solution/application
- Easy to implement and use, installed in hours, fully deployed in several days, and thus immediate ROI
- Complements structured IT methodologies such as ITIL, ISO20000, et al



Problem resolution TCO reduction via intelligent & timely information provision, enabling user based self help!

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