



## **Maximizing The Business Value-4IT Resources Within Your Organization**

### **z/OS Problem Resolution: How iSolve Functions & Reduces TCO – 1 July 2010**

Traditionally for z/OS environments, the Problem Resolution process starts with an error message, which can be generally located in a technical manual for the associated software or hardware product. z/OS technical manuals are generally in BookManager or PDF formats, while the associated search facilities provide some assistance in finding the error message help information. However, this problem resolution initiation activity is just the start of the process, and by no means is all of the information required, identified and presented in an optimized manner.

Error message information presentation was enhanced by the introduction of the Quick-Ref software solution, which captures a subset of IBM and ISV software products, presenting error message information in a concise and more usable manner. The Quick-Ref solution also incorporates a user database facility, further extending what information can be stored in the Quick-Ref database structure. Of course, over the years the number of z/OS software products and indeed associated vendors (E.g. IHV, ISV) has increased significantly, and so perhaps the coverage and currency of the Quick-Ref solution is not always what the customer demands. For example, a customer may have some software or hardware products with technical documentation not captured by Quick-Ref and so they cannot benefit from the Quick-Ref solution for their entire z/OS environment...

In an ideal world, all z/OS technical documentation would be incorporated within a "Quick Reference" facility, supporting all documentation types, dynamically updated each and every time a product was updated or installed. Additionally such a facility would also be flexible enough for Enterprise usage, delivering a centralized and common approach for Problem Resolution acceleration, perhaps allowing for Rapid Resolution (Rapid-Res)?

### **iSolve Introduction**

The Softlib iSolve solution assists Development, Technical Support and Helpdesk experts reduce Problem Resolution time for technical support activities. Additionally, iSolve provides self-help for end users, empowering them to resolve their own problems, thus reducing the amount of problems escalated and improving overall service accordingly. The iSolve solution works in harmony with existing Technical Support and Problem Management solutions and processes, integrating seamlessly with Service Desk systems, Technical Support software, Bug Tracking systems, CRM and Knowledge bases, et al.

### **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
- A single point of reference, including all information sources, supplier, user, web, et al

Learn more at our [iSolve Product Portal](#), download a [Reinventing Support Economics White Paper](#) or view the [iSolve Flash Overview](#).

For more information regarding the iSolve solution, please feel free to [Contact Us](#) for a no obligation discussion regarding your requirements. Thank you.

### **Customer Quotations**

*"...We made a strategic investment in iSolve that provided immediate ROI"*

*"...In the tight economy of today it was imperative to invest in technology that will free up our team and provide immediate ROI"*

*"...Using iSolve reduced the IT team calls for tech support by 80%"*

*"...iSolve is a purchase that pays for itself in a very short time"*

### **Existing Quick-Ref Users**

*With iSolve Rapid-Res you can centralize all technical vendor/user documentation, delivering comprehensive & prioritized search ability for all platforms, not just the IBM zSeries Mainframe, for less cost than your current Quick-Ref support renewal costs...*