

# Product Datasheet

## PLANVIEW OPENSUITE FOR SERVICE DESKS

### Seamlessly Integrate Your Service Desk with Planview Enterprise

The service desk plays a vital role within technology organizations to keep business systems running smoothly. Yet many organizations still find it challenging to integrate their service desk operations around projects and initiatives and show how operations support business objectives. As the service desk's role continues to expand, it is imperative that organizations utilize resources effectively on work that has been prioritized with other key initiatives.

With Planview OpenSuite for Service Desks, your service desk tickets are routed automatically into Planview Enterprise® for a true end-to-end approach to IT service management. This provides users the ability to create projects from service desk work and prioritize this work against business objectives to balance the portfolio of innovation and sustaining activities.

Service desk personnel are able to efficiently manage corrective actions, change requests, and asset inventory records, and coordinate support efforts. This delivers increased staff productivity, improved response times, reduced service work, and reliable solutions designed to keep your business healthy and moving in the right direction.

### A Comprehensive Approach to Service Desk Cases

With Planview Enterprise, a service request can come from a number of sources (Figure 1). This example illustrates what happens when a third-party ticket comes through your service desk application. Once a ticket is created in your service desk application, it is automatically sent as a new work request to Planview Enterprise.

As service work is executed against approved requests, Planview Enterprise automatically updates your service desk application with the latest infrastructure and service information. This is a closed-loop process designed to ensure that your service desk cases are handled in the most efficient manner possible, without duplicated effort. As a result, you can improve visibility of service desk tickets and coordinate support efforts across the enterprise.

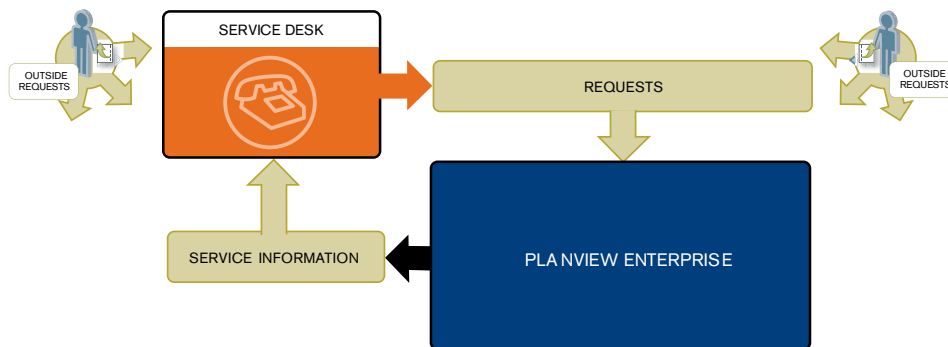


Figure 1: Planview OpenSuite for Service Desks routes requests from your service desk into Planview Enterprise

### Planview OpenSuite

Planview® OpenSuite™ delivers out-of-the-box interoperability between the portfolio management benefits of Planview Enterprise® and the technology solutions you rely on every day. Now, you can easily share data in disparate systems to make the most informed decisions, while enabling those systems to do what they do best – manage IT service delivery, control the product development lifecycle, ease collaboration and productivity, and more – without dedicating scarce technical resources to the often arduous task of integration.

Learn more at [www.planview.com/OpenSuite](http://www.planview.com/OpenSuite).

### Use Planview OpenSuite for Service Desks To:

- Automate, monitor, and manage support for service work
- Avoid redundant tickets
- Reduce the overall volume of service desk tickets
- Enhance collaboration on service desk tickets
- Achieve ITIL compatibility
- Improve resource management
- Increase service ticket and infrastructure visibility

## Align Resources with Business Demands

Planview Enterprise allows you to balance IT resources with business demands, ensuring that your resource capacities support your overall strategies. You can perform top-down planning on high-level factors such as FTEs (Full Time Equivalents) and organizational units, aligning these efforts with the bottoms up planning performed by project managers. When Planview Enterprise is paired with Planview OpenSuite for Service Desks, organizations can confidently prioritize and deliver service work that supports the goals of the business.

## Improve Visibility Throughout Your Organization

Planview OpenSuite for Service Desks enables you to leverage the power of Planview Enterprise by integrating third-party tickets into a consolidated service management approach. By elevating a request to the project level in Planview Enterprise, service work can easily be tracked, assigned a manager, and monitored. The progress of this service work and associated status can be viewed using Planview dashboards, allowing leaders in your organization to receive quick, high-level summaries of its overall status.

## Manage Service Tickets Across the Enterprise

All third-party tickets are routed to a central repository in Planview Enterprise, providing a single point of contact for service desk personnel. This enables multiple Planview Enterprise users to check status, track results, collaborate across geographically diverse areas, delegate work, coordinate internal efforts, improve service desk productivity, and reduce support call duration and volume. Planview OpenSuite for Service Desks enables you to efficiently manage service requests across the entire enterprise.

## Support Service Request with Built-In Lifecycles

Planview Enterprise is driven by built-in lifecycles that provide a structured approach. These lifecycles automatically manage the service delivery process, enabling you to collect the right information at the right time, notify the appropriate user when an action is needed, and ensure that prerequisite actions are completed before status changes occur. This enforces standardization and repeatability, streamlines work processes, and gives your organization the best approach to successfully manage services.

## ITIL Compatibility

Planview OpenSuite for Service Desks fully supports the IT Infrastructure Library (ITIL®) framework, which is globally recognized as the most widely accepted approach to IT service management. Planview Enterprise and Planview OpenSuite for Service Desks support the ITIL standard by offering your organization:

### An automated approach to incident, problem, and change management

- A single point of contact that coordinates user requests from multiple sources
- A centralized solution for comprehensive service requests and work management
- Built-in, automated validation processes

### Empower Your Service Desk

This integrated approach to problem and incident management reduces service desk workload, increases staff productivity, and delivers reliable, long-term solutions designed to keep your business running smoothly.

Learn more about Planview OpenSuite for Service Desks at [www.planview.com/opensuite](http://www.planview.com/opensuite).



For 20 years, Planview has been advancing the discipline of portfolio management, helping our customers change the way they manage people and money to make better business decisions. With a singular focus on portfolio management, Planview is the only company that combines customer-driven software, unmatched domain expertise, and proven best practices to solve each customer's unique business problems.

Planview Enterprise®, a market-leading portfolio management application suite, with Planview PRISMS®, the knowledge base for accelerating organizational change, and Planview Process Builder™, for process modeling and management, delivers measurable business results for IT management, product development organizations and throughout the enterprise. As an independent, trusted partner, Planview is committed to interoperability with key management systems through the Planview OpenSuite integration product line. Industry leaders such as Citi, Celanese, Hallmark, and EDF, rely on Planview to drive revenue, mitigate risk, cut costs, create efficiencies, and ultimately give their businesses a competitive advantage.

Privately held and consistently profitable, Planview is headquartered in Austin, Texas. With offices across North America, Europe, and Asia-Pacific, the company supports customers in virtually every industry around the world. For more information, visit [www.planview.com](http://www.planview.com).

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