

2.RING

SUPPORT CENTRAL ..



Let ITIL Standards Manage
Your Processes

SUPPORT CENTRAL ..

2Ring SUPPORT CENTRAL brings you a new, highly sophisticated and automated management system, for change, trouble-shooting, incident and facilities management not only in the sphere of information and communication technologies. 2Ring SC represents a robust and 100% web solution including the implemented methodology of ITIL services management (Information Technology Infrastructure Library).

Management of IT Services using ITIL

Implementation of ITIL-Methodology will create a very tight connection between sales and IT. It will enable you to use empirically proven processes and rules for governing individual phases of life cycles of IT-services. 2Ring SC will protect you from additional costs inevitable for the later implementation of useful ITIL-rules. Get yourself one step ahead today.

Simplification, Unification and Automation of Information Transfers

2Ring SC removes faults in information transfers and ensures data routing to responsible persons. Users are automatically notified of all occurring activities that are relevant to the role they play in the concrete entity (a contract, a project, a request, ...). Your customers thus have a perfect overview of how the posted requests are being treated, which makes them even more satisfied with the services provided.

Transparent Definition of Responsibilities

2Ring SC enables individual users to set up and manage roles in relation to the concrete entity. With every new role, users obtain responsibilities and rights related to the request, problem, change, incident, etc., in different phases of their life cycles.

Perfect Overview of Real Costs for IT Services

2Ring SC enables an effective time management of IT services implemented. Customers obtain transparent plans and control of the time spent by the IT staff dealing with individual requests.

Higher Effectiveness and Cost-Savings

With 2Ring SC, requests (changes, problems, incidents, tasks, ...) can be solved in a significantly shorter time. This time-saving effect is achieved thanks to the automation of the maximal number of processes, the elimination of dead times and precise routing of relevant data. For example, suitable escalation rules can be set for notifications on upcoming and critical deadlines for the implementation of projects. This is a very important prerequisite for elimination of sanctions resulting from delays, as provided by service contracts.

Competitive Advantage

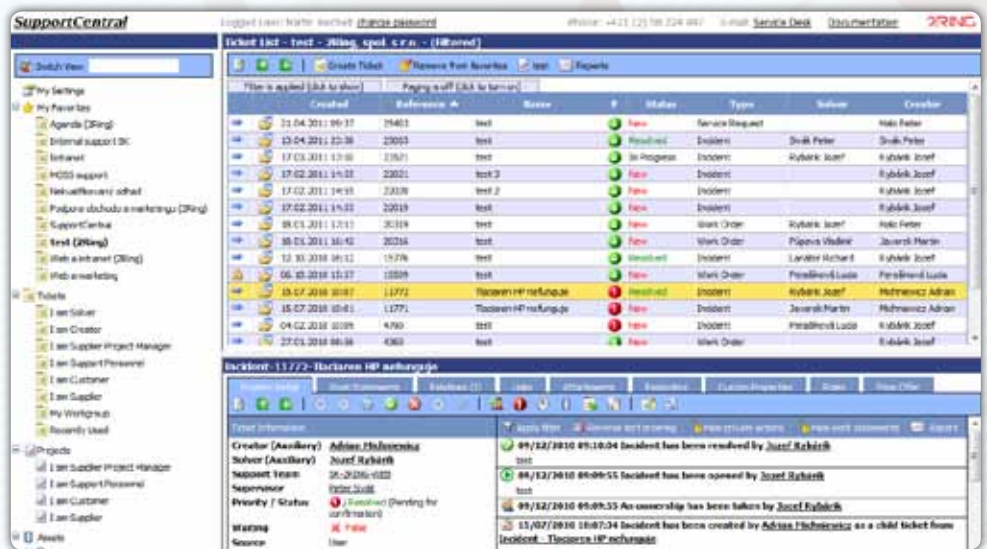
The implementation of a sophisticated IT Service Management system like 2Ring SC, can provide your company with a significant competitive advantage.

Costs Reduction for the Introduction of New Services and Changes

More effective introduction of changes in information and communication services is enabled by 2Ring SC which covers the processes of IT service management supporting business process, and which transparently sets tasks and responsibilities for their management.

State-Of-The-Art Technologies, Openness Guarantee

2Ring SC is a web solution based on technologies like Microsoft .Net Framework. Use of state-of-the-art technologies and the 2Ring development team, guarantee a broad spectrum of options for direct integration of 2Ring SC with IT systems already used in your organization.

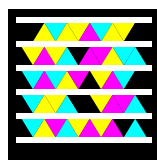


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