

Point Of Business Platform

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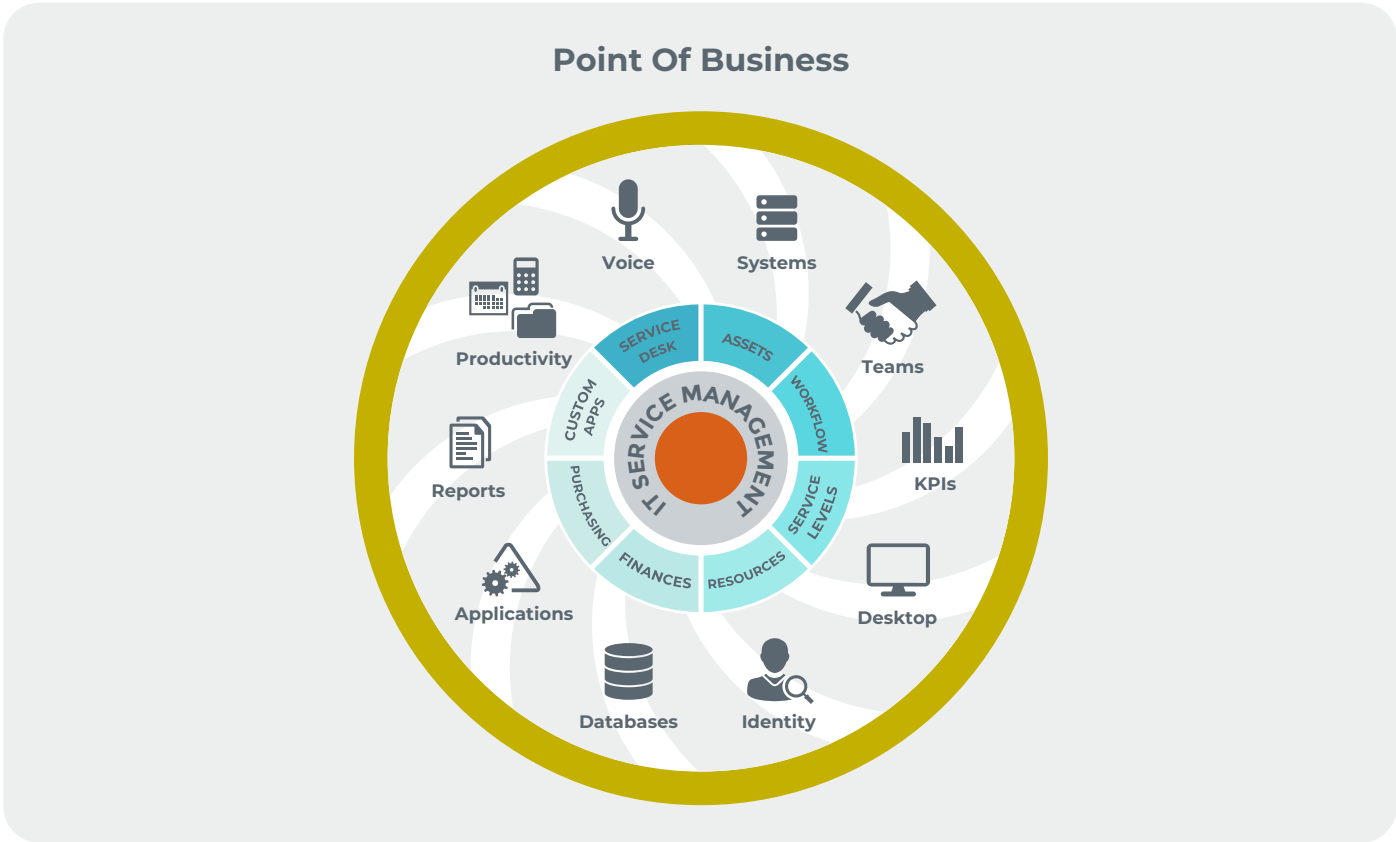
Affordable And Effective Service Management For All Businesses

Service requests increase in volume while pressure to reduce cost grows. Enterprises are demanding a better, more efficient approach to service management. It can be confusing to choose as there are a variety of vendors in the market. A common mistake companies make is to over buy. In 2020 Gartner noted that companies are using less than half of the functions in their current service management contract. Do not make this mistake. The most expensive solution is not necessarily the best fit for your company or organization.

Point of Business Platform (POB) is a highly customizable IT Service Management platform that helps organizations efficiently manage and automate a wide range of business and service functions. POB includes modules for service desk management; configuration and asset management; project and change management; and service level management.

The configurable, single-solution suite provides centralized business process management, allowing collaboration and integration which provides management with a complete view of the entire business. POB provides standard applications which can be implemented to provide a flexible, unique solution for your organization.

The POB Platform includes different application modules with a single central database (or CMDB in ITSM). This concept is designed for the optimal reuse of data. Information can be accessed by all ITIL certified modules thereby providing a consolidated view. Data and information are managed by parameters and relationships, in one single relational master database, ensuring reliable, consistent and complete data. This enables a very customizable implementation to be easily upgraded when new versions are released.



Service Management For IT And Enterprise Functions

Depending on your business requirements, there are three additional modules for Resource and Time Management, Purchase and Inventory Management and Financial Management (including invoicing and budgeting). POB has a long history meeting the needs of organizations across different functional areas with customers across IT, HR, and Government to name a few.

Example Of POB Use Cases:

ITSM and IT Processes	Higher Education	Human Resources	Government and Municipal Services	Purchasing
Dev Bug Tracking	Student and Staff Onboarding	HR Onboarding and Offboarding	Citizen Service Request	Supply Chain Management
Project Management	Data management services	Performance Reviews	Jail Cell Outage Management	Self-Service Purchase Catalog
Contracts/SLAs/OLAs/UCs	Teaching and learning services	Knowledge Management	Park Pavilion Scheduling	Warehouse and Inventory Management
Full Asset Lifecycle	Field support services	Competency Tracking	Public Service Applications	Bill of Material
ITIL Process	Student Support Portal	Skills Tracking	Workflow Management and Tracking	Purchase Request/Order/Approval

“POB adapts to our unique processes instead of us having to change our processes to adapt to the software.”

- Cynthia Robinson

Customer Service at Kent County IT Services in Michigan

“Serviceaide's POB Platform is helping us create uniformity in our IT processes. From service desk to asset management, Serviceaide has given us a solution that is flexible, will scale with our business and allows us to manage all aspects of our IT infrastructure.”

- Dana Hogan

VP at the Academy Bank

Flexibility To Meet Your Business Needs

POB was developed to support changing environments, with every module being able to function on its own, as well as leverage other modules for accreditive benefits. With a low code approach, POB accelerates operational velocity from the time spent on decisions to execution, with controls to implement the system in manageable steps.

While the focus on cloud solutions expands to provide unlimited access and storage, a cloud solution is not always the right answer. Some businesses have advanced data protection and privacy rules, others follow stringent regulation and policy oversight. In some cases, there is a preference for a specific model. To address this need, POB offers a number of different delivery methods to meet the unique needs of a business. From cloud based or SaaS, to on premise or a hybrid solution with a managed cloud implementation, the Serviceaide team will work to identify the best approach for your POB implementation and management.

POB Platform Includes New Mobile Functionality

With the second-generation mobile functionality, users can communicate across devices with POB Web. This new, responsive mobile app was redesigned to provide improved accessibility and readability. User interactions become simple, with this new consumer like mobile interface. There are options to allow customization across the mobile interface for company branding as well as integrations with other technologies. Supports virtual agent conversations, location-based services, visual map gestures etc. The latest platform includes a new backend architecture to support integration, increase scalability and web performance.

ADDITIONAL POB MODULES

- ✓ Finance and Invoice Management
- ✓ Purchase and Inventory Management
- ✓ Resource and Time Management

Leverage A Virtual Agent To Improve Service

Luma Virtual Agent (VA) is an award-winning AI-powered virtual agent that transforms service management across ITSM and Customer Service. It is the first virtual agent solution optimized to provide easy conversational access for end users and support personnel to a wide range of enterprise knowledge assets and automated services. Luma VA applies breakthroughs in artificial intelligence, machine learning and natural language processing to seamlessly handle service requests, incidents and user inquiries, dramatically improving service responsiveness, user satisfaction and cost-efficiencies. Luma VA enables fluid knowledge access and service automation for self-service that works across voice and messaging channels, including support for all leading collaboration channels. Luma VA integrates seamlessly across the POB Core platform providing a world-class suite of solutions to advance the most efficient delivery of services and knowledge across the enterprise.

MetricNet's Rumburg believes artificial intelligence (AI) will play a critical role in ITSM in 2021. It's ability to complete transactions without human interaction and reduce the cycle time makes it a particularly good fit for ITSM.

- Tech Beacon (12/2020)

You Can Afford Best In Class Service Management

The combination of the Point Of Business Platform and Luma Virtual Agent provides a complete service solution, with flexibility, affordability and a broad range of modules to meet your service requirements. Serviceaide leverages AI to enhance workflows and automation to support business growth, increase business continuity and enhance employee productivity. Compare with other solutions. Only Serviceaide has a complete, functional solution powered by AI with the lowest total cost of ownership in the industry. Request a demo of POB, a customer acclaimed platform, today.

For a fully functional and value based systems management solution, contact us today at 1-650-206-8988.

Or visit us as www.serviceaide.com to request a demo.

