



Highlights

- Streamline your service support operations through ITIL® V3 aligned service request, incident, problem and change management applications
 - Accelerate time to value by leveraging out-of-the-box best practice contents
 - Improve your operational efficiency through role-based start centers, dashboards, key performance indicators (KPI), work management and reporting
 - Reduce mean time to resolution through built-in knowledge management application, IT asset discovery and remote diagnostics tooling
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IBM Service Manager for Smart Business

Improve your service support through a service desk that is operational in hours

Small and medium sized organizations are often focused on running their day-to-day operations and do not have abundant resources to manage IT. As technology becomes increasingly complex, problem resolution becomes more time-consuming, skill requirements increase and costs to maintain quality services escalate. In the face of tighter budgets and fewer resources, prioritization, responsiveness, and standardized processes are the keys to maximizing the availability of business-critical IT services.

Many smaller and growing medium sized organizations do not currently own an effective service desk solution. Spreadsheets and open source alternatives are used to allocate and record incident numbers. Automation is precarious and centralized record keeping is not common. These organizations suffer from tedious and error prone processes that jeopardize the provisioning of effective service support to their customers.

IBM Service Manager for Smart Business is the service desk solution designed and priced specifically for smaller and medium sized organizations. It provides focused service desk capabilities through ITIL V3.0 aligned service request, incident, problem and change management processes. It encompasses a broad variety of features that enable a single point of contact to automate service request and change management. The offering includes pre-defined features that have been found key to the growing needs of small and medium sized organizations. Equally important, it is easy to install, configure and deploy.



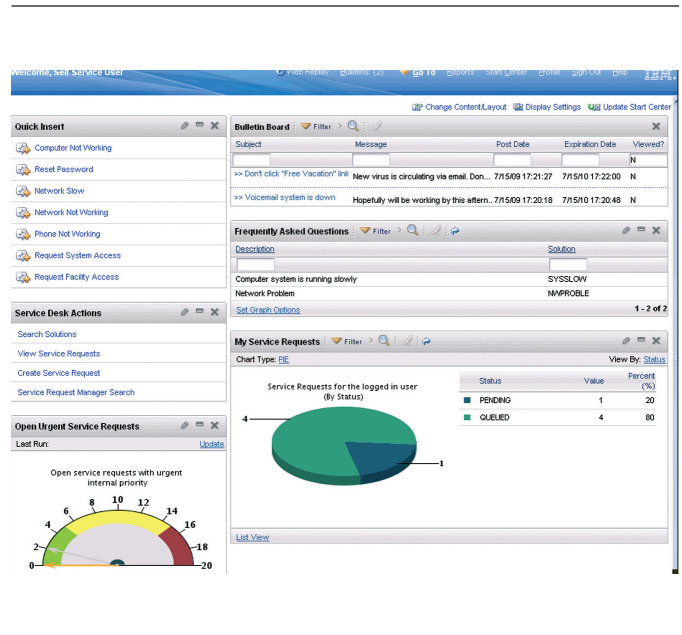
IBM Service Manager for Smart Business has built-in features that streamline service desk operations through process workflow configuration and escalation across an organization. This software appliance-based service desk improves the productivity of service desk agents by providing problem solving tools such as remote diagnostics and web replay capabilities. Remote diagnostics capability enables the service desk agents to remotely take over work stations to fix problems, thus helping to save time and cost and improve customer satisfaction.

Additional features include:

- Dashboards that provide real-time performance views.
- Out-of-the-box best practices contents such as workflows, templates, key performance indicators (KPIs), queries and reports targeted for SMB clients.
- Enhanced survey management capability.
- Bulletin board to inform the users of availability status of critical IT services.

IBM Service Manager for Smart Business provides ways to increase the efficiency of its service support operations. Its robust self-help portal with built-in knowledge management functions, gives end users a way to quickly resolve problems on their own without having to involve any additional personnel.

Implementing standardized processes for managing service desk operations is tedious and time consuming for small and mid sized clients that have limited IT skills in house. This service desk solution enables the clients to implement ITIL aligned service request, incident and problem management processes using out-of-the-box best practice contents in a fraction of the time.



With the IBM Service Manager for Smart Business Self-Service Portal, employees are empowered to solve issues on their own.

By using the streamlined service request, incident and problem management processes, overall service quality is improved and services are rapidly restored. Finally, the enhanced survey capabilities built into the tool allow the customers to track and trend overall end-user satisfaction with their operations and creates a closed loop environment where overall service quality can continually be improved.

The visibility, control, and automation possible with IBM Service Manager for Smart Business is perfect for small and medium sized clients looking to reduce costs, manage risks, and improve their service quality. IBM Service Manager is now available in over 20 languages, including multi-language support for web-replay scenarios.

IBM Service Manager for Smart Business at a glance

List of recommended certified hardware:

- IBM Lotus® Foundations® Appliance, model number 9234-CNx and model number 9234-DNx
- IBM x3200 M3 Uni processor Tower server model number 7327-C2x, 7328-C2x, Xeon® 3430 4C processor, SATA HDDs
- IBM x3200 M3 Uni processor Tower server model number 7327-32x, 7328-32x, Core™ i3 2C processor, SAS/SATA HDDs
- IBM x3200 M3 Uni processor Tower server model number 7327-AC1, 7328-AC1, Core i3 or Xeon 3430, SATA HDDs
- IBM x3250 M3 Uni processor 1U Rack server model number 4251-C2x, 4252-C2x, Xeon 3430 processor, SATA HDDs
- IBM x3250 M3 Uni processor 1U Rack server model number 4251-32x, 4252-32x, Core i3 DC processor, SATA HDDs
- IBM x3250 M3 Uni processor 1U Rack server model number 4251-AC1, 4251-C2x, Xeon 3430 processor, SAS/SATA HDDs
- IBM x3550 M3 Dual processor 1U Rack server model number 7944-G2x, Xeon 5500/5600 4C processors, SAS/SATA HDDs
- IBM x3550 M3 Dual processor 1U Rack server model number 7944-M2x, Xeon 5500/5600 6C processors, SAS/SATA HDDs
- IBM x3550 M3 Dual processor 1U Rack server model number 7944-AC1, Xeon 5500/5600 4C or 6C processors, SAS HDDs (storage controller M5015, configured as RAID-5 with four HDDs)
- IBM x3650 M3 Dual processor 2U Rack server model number 7945-G2x, Xeon 5500/5600 4C processors, SAS/SATA HDDs
- IBM x3650 M3 Dual processor 2U Rack server model number 7945-M2x, Xeon 5500/5600 6C processors, SAS/SATA HDDs
- IBM x3650 M3 Dual processor 2U Rack server model number 7945-AC1, Xeon 5500/5600 4C or 6C processors, SAS HDDs (storage controller M5015, configured as RAID-5 with four HDDs)

Optional IBM systems not certified:

- IBM x3200 M2 Simple Swap SATA model number 4367-E1U (requires Intel® Pro 1000 PT Server Adapter (part number 39Y612))
- IBM x3200 M2 Hot Swap SATA model number 4367-E1U (requires Intel Pro 1000 PT Server Adapter (part number 39Y612))
- IBM x3200 M2 Hot Swap SAS model number: 4367-42U (requires Intel Pro 1000 PT Server Adapter (part number 39Y612))
- IBM 3105 model number 4347-64x or model number 4347-22x
- IBM 3200 (SATA Simple Swap and Hot Swap models) model number 4363-2DU or model number 4362-12U
- IBM 3250 model number 4365-6BU
- IBM 3400 model number 7975-5AU

Minimum third-party hardware server requirements:

- x86-based system
- CPU: Intel Xeon Processor 3400/3500/3600 quad-core series or Core i3 dual-core series (quad-core recommended)
- Memory: 8 GB minimum
- Hard disks: 1 or more SATA II Simple Swap or SAS Hard Drives— Minimum of 500GB total disk space
- Dual Port Gigabit Ethernet Adapter

Required external peripherals: monitor, keyboard, mouse

Operating systems:

- IBM Lotus Foundations Start

Browsers:

- Microsoft® Internet Explorer 6.x or 7.x
 - Firefox 3.x
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For more information

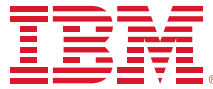
To learn more about IBM Service Manager for Smart Business, please contact your IBM marketing representative or IBM Business Partner, or visit the following website:

ibm.com/tivoli

About Tivoli software from IBM

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