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ITPOWERPAC® for Lotus Notes - Function Overview

ITPOWERPAC® for Lotus Notes provides the following major function & benefits:

Base product

- Sophisticated KnowledgeBase
- Internal FAQ
- End user self-help through the Internet, Intranet and Extranets
- Documentation library
- Training and classes
- Circulating library items
- Service Bulletin generation
- Database of technicians and callers

Executive & Sub-level Portal Views

- Configurable entry-point for all users that can be set as home page with a choice of visual displays
- Data-display configurable to specific users preferences
- Selection of multiple page layouts
- Navigation and access to all Functional Domains from Executive Dashboard
- Major Functional Domains are separately configurable as sub-level portals
- Completely relational charting and reporting
- Web-style "breadcrumb trail" quick-reference identifies your location within ITPowerPAC
- Multi-level administrative section allows users, with the appropriate permissions, to create custom fields to:
 - Modify sections with Functional Domains
 - Add fields to "work-spaces"
 - Add selection criteria to drop-downs
 - Modify terminology to meet industry/company specifications and norms

Help Desk - Helpdesk/Call Center support and resolution

- Browser based (web-based) application with clean, intuitive navigation and workflow
- Help Ticket generation by both internal and external users
- Automated or manual Technician dispatch
- Automated or user-defined escalation
- Additional links to web resources such as RightAnswers
- Task tracking
- Service contracts
- Asset correlation
- Online help request posting forum
- Immediately ready to use; no extensive setup
- Work order creation and task tracking
- Supports both internal IT help desks and external customer service
- Customer satisfaction survey
- "Quick Ticket" capability
- Complete Internet, Intranet and Extranet compatibility
- Extensive routing and tracking



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Domain-Specific Help Desk Reporting

- Ticket
- Caller
- Company
- Priority
- Status
- Escalated
- Problem type
- Asset
- Technician
- Date
- All standard reports can be cross-referenced and generated by time: hourly, daily, weekly, and monthly
- Extensive performance statistics by technician, problem type, caller, month, and day.

Issue Tracker - Issue and Defect Management

- Track defects in the various versions of a software product
- Bug submissions automatically tracked from initial report through resolution
- Seamlessly associate tasks to help tickets, issues and their resolution
- Multiple views by project:
 - Status
 - Assignee
 - Priority
- Work order creation and task tracking
- Integrated Change-Management
- Progress monitoring
- Resource management
- Assignment and verification
- Extensive routing and tracking
- Escalation
- Full user guide
- Full email notification
- Schedule meetings and synchronize with email and calendar
- Q/A testing
- Testers and developers can obtain current information and report software defects remotely by accessing Issue Tracker through the web
- Anyone with a browser and the appropriate access privileges can enter defects in the database, update items and view reports
- Your people stay connected and informed
- Bring consistency, predictability and procedure within departments and individual projects
- Easily integrates with enterprise systems such as Oracle, SAP, and JD Edwards



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Domain-Specific Issue Reporting

- Executive level reporting capabilities through Executive dashboard
- Color-coded "health" views for top-level report status on critical team operations
- Comprehensive selection of pre-formatted reports within each functional domain
- Relational reports that tie critical data across functional domains
- Real-time updating to most current information in the database
- Report data can be charted, graphed and exported to a spreadsheet
- Reporting and statistical analysis by:
 - Project
 - Problem type
 - Developer
 - Priority
 - Severity
 - Month
 - Turnaround time
 - Date range
- Managers report view by:
 - Defects
 - Number resolved
 - Resolution percentage
 - Total time spent
 - Average time spent per bug
- Ad-Hoc reports wizard provides user-defined data fields to be selected for any reporting across ITPowerPAC
- Custom fields, modified in the user administrative section of the application, can also be reported on
- Filters to refine and segment data for analytical reporting
- Track user, partner and tech experiences and capture qualitative data to improve overall service quality

Asset Manager

- Record and track complete hardware and software information by:
 - Type
 - Manufacturer
 - Serial and bar code numbers
 - Configuration
 - Physical location
 - Assignee



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- Track and maintain:

- Purchase and lease data
- Warranties
- Maintenance contracts
- Depreciation
- Support contracts

- Unique and sophisticated hardware and software asset polling feeds all user profiles
- Full internet compatibility
- Out-of-the-Box convenience
- Easy set-up

Domain-Specific Asset Reporting

- All asset-specific data
- Planned Purchases
- Leases
- Maintenance
- Depreciation
- License Tracking
- Others
- Ad-hoc reporting and queries