

problem [ˈprɒbləm] *n* - the unknown underlying cause of one or more incidents

Problems will arise that require investigation. Whether it is a serious incident, an accumulation of similar incidents or just a worrying trend, Problem Management is not just about solving today's problems – it is about avoiding tomorrow's.

The goal of Problem Management is to minimize the negative impact of Incidents and Problems on the business that arise within the IT infrastructure, and to prevent these issues happening again.

The Problem Management process has both reactive and proactive aspects. The reactive aspect is concerned with solving Problems in a timely manner to minimize any negative impact on the business. Proactive Problem Management is concerned with identifying and solving Problems before Incidents can even occur.

Be proactive - identify, adapt and improve – and use **assyst** Problem Management to make your IT infrastructure better than it has ever been.

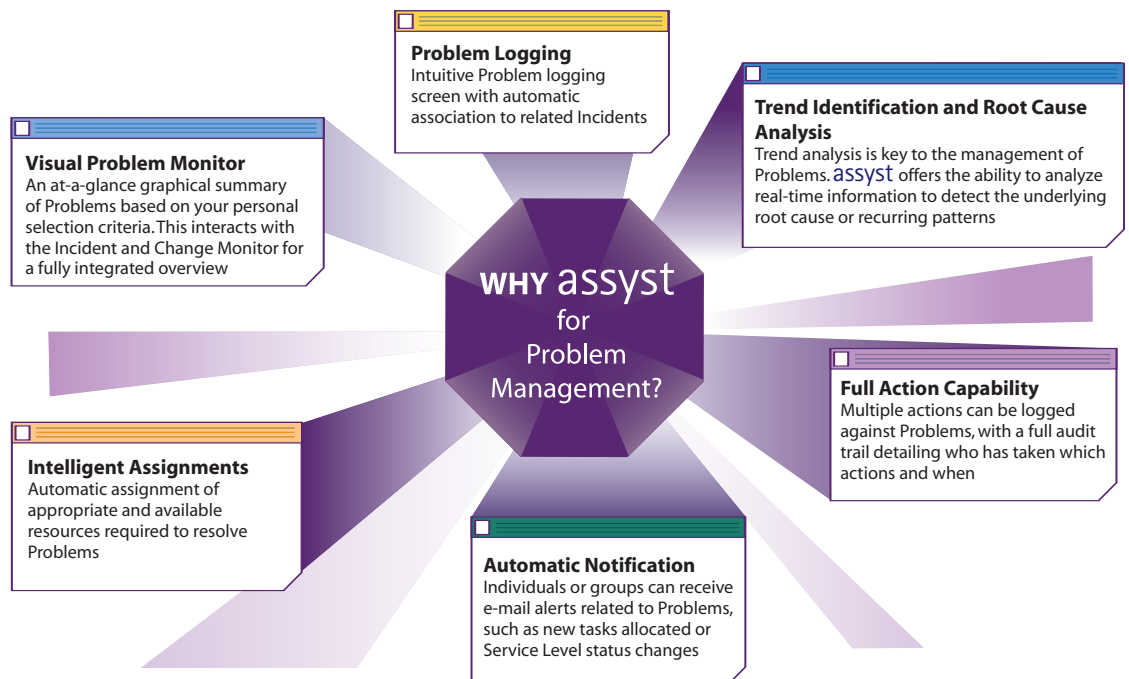


assyst is a Help Desk & IT Service Management solution supporting all ITIL disciplines in a single integrated and **out-of-the-box** product. Placed at the hub of your IT operations, **assyst** brings an unprecedented level of consolidation and cohesiveness to your IT Service Management.

- ▶ **Dynamic User Interface**
 A user-friendly and configurable interface, available in a number of deployment options
- ▶ **Management Information**
 Advanced reporting capability offered through a combination of out-of-the-box reports and ad-hoc reporting
- ▶ **Seamless Process Flow**
 Automatic link with associations to Incidents, Problems, Known Errors, Tasks and Changes
- ▶ **Enabling security and privacy**
 Ability to segregate and target defined user groups

"assyst will provide us with trend analysis information to improve our decision-making."

Orange



assyst for Problem Management will offer you the following benefits;

- ▶ A pro-active approach to Problem Management by identifying Problems and Known Errors before Incidents occur
- ▶ A reactive approach to Problem Management by solving Problems which consolidate repetitive or recurring Incident instances
- ▶ Leverage past experiences to improve organizational learning
- ▶ Reduced costs due to lower Incident volumes and higher first time fix rate
- ▶ Increased confidence in IT Systems and Service Management
- ▶ Increased customer satisfaction



Rapid Deployment

assyst is a configurable solution that will satisfy all your IT Service Management needs right out-of-the-box, enabling you to get up and running quickly.

Axios Systems also provides a wide range of services to speed up your deployment process and help you get the most from your investment. Select from Consulting options including project scoping and analysis, technical consulting, training, product migration, and integration consulting. In addition, all Axios Systems staff are ITIL qualified to ensure a Best Practice implementation and ongoing support of your assyst solution.

Effective integration capability for superior Problem Management

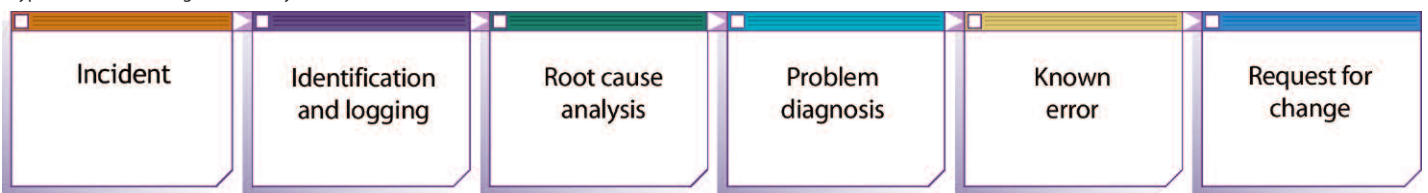
assyst offers unrivaled connectivity via a wide range of plug-in adaptors which enable assyst to interface to any external application.

Intuitive Problem logging screen

Visual at-a-glance Problem monitor

For example, Incidents received from network and systems management applications and captured by assyst will be automatically available for investigation and trend analysis. By closing the gap between technical and business management of networked IT systems, Problem Management with assyst brings a powerful improvement mechanism for your IT infrastructure.

Typical Problem Management Lifecycle



assyst and ITIL® (IT Infrastructure Library)

ITIL has developed into the most powerful and widely accepted set of guidelines for achieving Best Practice in IT Service Management. Comprised of a framework of successful approaches for achieving business success, ITIL helps organizations improve service delivery and reduce the cost of IT operations.

Axios Systems was the first Help Desk & IT Service Management software vendor to adopt the ITIL framework, and have pioneered assyst as the original ITIL solution.

assyst™

The world's most advanced ITIL - Help Desk & IT Service Management solution

for more information visit www.axiossystems.com or e-mail assyst@axiossystems.com

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