



Have IT Your Way with myservicedesk.com

Highlights

- myservicedesk.com is a cloud-based IT Service Management solution, powered by Supportworks
- Pink Verified for 11 ITIL processes
- Low cost monthly subscription per user - from £39/€45 per month
- On-Demand Training included free of charge
- Access to Customer Portal for SelfService, with unlimited end users
- You choose how you use myservicedesk.com based on your unique business requirements, with three options available.



Have IT Your Way with myservicedesk.com

myservicedesk.com is a cloud-based IT Service Management solution, powered by Supportworks. myservicedesk.com provides users with the most commonly adopted ITIL processes set up and ready to use. It has been designed to be intuitive and easy to navigate and draws upon Hornbill's experience in the ITSM industry which spans almost two decades. You choose how you use myservicedesk.com based on your unique business requirements, with three options available and prices starting at £39/€45 per user, per month.

The decision is yours

With myservicedesk.com you can use the Web Client - using Chrome, Firefox, IE or Safari - or the Windows Client, or both. Choose myservicedesk.com if you're looking for a SaaS solution but still have the option of migrating to Supportworks ITSM Enterprise as an On Premise or Hosted application at a later date.

Features



- Pink Verified for 11 ITIL processes
- Provides a comprehensive set of tools to manage the entire service lifecycle
- Full support for business processes with all requests
- Supports multiple channels for customer requests and interaction, including telephone, email and web
- Caters for both internal and external customer support environments
- Ability to choose between Web Client - with full flexibility around IE, Chrome, Safari or Firefox - Windows Client, or Mobile Client
- The Customer Portal for web SelfService provides a web-based interface that allows customers to log, track and monitor requests to the Service Desk
- Ability to discover, react and resolve requests via Twitter and create an auditable record of these interactions in the myservicedesk.com database
- Access to the Web Services API provides myservicedesk.com users with ability to interact with the system at a transactional level, enabling real-time push data integrations
- ITSM with the Human Touch - presents valuable information about customers - such as priority services, their competence with technology and satisfaction with IT technology - enabling service desk teams to tailor their response and deliver a better customer experience.

Our service promise

Hornbill has partnered with Peer1, a top five global hosting provider, to deliver service through a world-class, high speed, global network (FastFiber Network™) operating to ISO 9001:2008 quality standards. With 17 Tier 3 data centres across North America and Europe and enterprise grade hardware and industrial strength security, myservicedesk.com deployments are offered with piece of mind.

Hosting platform

- Monitored 24/7 with critical issue response within 15 minutes
- Real-time and historical reporting on service availability and uptime
- Non-critical support provided 09:00-17:30, Monday to Friday, across all time zones. See Support Policy for details
- 99.5% availability, excluding planned maintenance windows
- Backups scheduled daily, weekly and monthly, and in the event of an emergency data can be restored within 2 hours
- Automatic platform updates during scheduled maintenance windows.

Getting started with myservicedesk.com

To help you get started Hornbill provides a standard SwitchOn Service. This service will guide you through creating your own myservicedesk.com instance in the most rapid and efficient way.

The SwitchOn package will provide you with the following personalised data to enable a fast start up:

- Email integration with 2 shared mailboxes for Service Desk use
- LDAP integration for organisation, site and customer data
- Creation of core customer Support Groups, Analysts and Analysts Rights
- Creation of core customer Service Level Agreements (SLAs) and Priorities, Incident and Problem categorisation, Email templates and handling rules to provide desk automation.

QuickStart

Hornbill is entirely focused on customer success and ensuring you realise the benefits of using myservicedesk.com.

To support organisations in swiftly implementing and going-live with myservicedesk.com, we provide a fixed price package that utilises a proven 4-step approach to understand your needs and match functionality against your requirements to get you up and running quickly with the full feature set of the solution.

The service includes a process of validating your needs and objectives, service desk provisioning, integration, staff education, onboarding and transition planning, go-live support and follow-up.

HAVE YOUR WAY



myservicedesk.com
PRO

Get me up and running quickly with best practice ITSM processes.



myservicedesk.com
EXPERT

I need some initial help from Hornbill professionals but we can customise and manage the solution ourselves from there.



myservicedesk.com
DEVELOPER

I'm looking for a powerful SaaS platform that provides me with the flexibility to use the out-of-the-box ITSM solution or build any business application.

Compare	myservicedesk.com	myservicedesk.com EXPERT	myservicedesk.com DEVELOPER
Eleven ITIL Process ITSM Application	✓	✓	✓
Desktop, Web Browser & Mobile Clients	✓	✓	✓
Fully Configurable with 200+ System Settings	✓	✓	✓
Integrated Knowledgebase	✓	✓	✓
Customer Portal for SelfService* (Unlimited End Users)	1 Instance	2 Instances	2 Instances
Fully Rebrandable Customer Portal/ SelfService	✓	✓	✓
Email Integration Shared Mailboxes *	2	2	4
Customer Surveys	✓	✓	✓
Operator Scripts	✓	✓	✓
Fully Customer Configurable	✓	✓	✓
Custom Application Development (by Hornbill) Available	✗	✓	✓
Fully Customisable Business Processes	✓	✓	✓
Automatic Platform Software Upgrades	✓	✓	✓
Automatic Application Feature Upgrades	Fully Automatic	Semi-Automatic	Semi-Automatic
Ability to Create Multiple Business Service Desks per Instance	✗	2 max	Unlimited
On-Demand Training - Unlimited (Free of Charge)	✓	✓	✓
Minimum Contract Term	3 Months	12 Months	12 Months
Minimum Number of Users	5	10	50
Visual Process Management Engine	✗	Optional	✓
Development/Test Server Instance	✗	Optional	✓
Web Services API	✓	✓	Advanced
Create New Application Forms, Views and Business Logic	✗	✓	Advanced
Database Schema Expansion	✗	✓	✓
Customisable Forms	✗	✓	✓
JavaScript/Advanced Forms Development Environment	✗	✗	✓
ITSM Application Source Code Provided	✗	✗	✓
Deep Customisations Possible/ Build your own Service Desks	✗	✗	✓
Platform Developer Support Available	✗	✗	✓
SelfService Process Approver (per user, per month)	£3/€3.5	£3/€3.5	£5/€5.75
iLab Dev / Test Server (per month)	£59/€69	£59/€69	One Included
Additional Data Storage (GB per month)	£3/€3.5	£3/€3.5	£3/€3.5
Volume Discounts Available	✓	✓	✓
Price (per user, per month)	£39/€45	£49/€56	£79/€89

*Options for additional Shared Mailbox & Customer Portal for SelfService instances available

Architecture

Database Instances	Separate database for each customer to ensure complete data isolation
Customer Instances	Separate instance for each customer
Supported Browsers	Firefox 3.6 and higher Google Chrome 13 and higher Safari 5.1 Internet Explorer 6,7, 8 and 9
Desktop Client	Windows 7 certified
Backups and Resilience	Customer instances run on industrial strength fully redundant N+1 SAN storage infrastructure. Emergency restore or recovery Emergency recovery within 2 hours Backups are taken daily, weekly and monthly for each Supportworks ESP instance. Each backup is cycled so there is always one daily, one weekly and one monthly full backup available. Backups are taken without any service downtime. Backups are held locally within the same data center to facilitate fast recovery, but also replicated to another data center for data redundancy.
Security	Industry Standard SSL Verified by GeoTrust
Mail Integration	Connections between Supportworks and the designated POP3, IMAP4 and SMTP mail services are secured using either of the industry standard cryptographic protocols: SSL (Secure Socket Layer) or TLS (Transport Layer Security) as appropriate.
Data Centre	
Backup Power Systems	UPS and diesel generator power systems
Environmental Control	Redundant climate control systems
Fire Suppression	VESDA detection with clean agent fire extinguishers
Data Centre Security	Security card access and DVR camera systems
Raised Floor	Yes
Monitoring	The Network Operations Centre (NOC) staff monitor the network 24x7x365, both at the Data Centre and from the support team at Hornbill Technologies.
Geography	Data Centre choice of the UK or US
Network	10GB / OC-192 network architecture Zero packet loss on our internal network Multiple Tier 1 upstream providers Peering with over 500 networks around the world Minimal latency and no single point of failure Cisco-powered network using Hot Standby Router Protocol (HSRP) Standard 100Mbps full duplex Fast Ethernet feed



Microsoft Partner
Silver Independent Software Vendor (ISV)



Hornbill Service Management Ltd.

Odyssey Business Park - Apollo
West End Road, Ruislip HA4 6QD

T: +44 (0) 20 8582 8282
F: +44 (0) 20 8582 8288
E: hello@hornbill.com

www.hornbill.com



@hornbill_sys