servicecore

SERVICE MANAGEMENT SUITE

DIGITAL IT & ENTERPRISE SERVICE MANAGEMENT SUITE

Enterprise Service Management Software

YERLİ ÜRETİM

Modernize your service management system with our easy
to use and simple-to-configure solution.

servicecore · SERVICE MANAGEMENT SUITE

Görevler · Çağrılar · Olaylar · Problemler · İstekler · Katalog · Değişiklikler · KB · SI · CMDB · ...

+ Yeni

Gösterge Paneli

+ Yeni Panel Ekle · Paneli Temizle

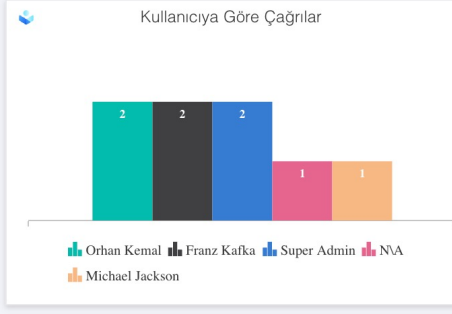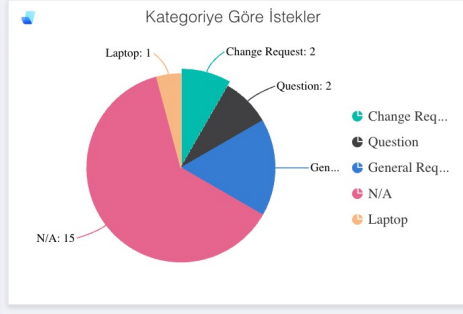| Açık İstekler	Gecikmiş Kayıtlarım	Açık Kayıtlar	Bugün Tarihliler	Açık Kayıtlarım	Geciken İşler
16	2	11	0	2	8

Atanmayan Kayıtlar

Email is not working properly.
2022-02-24T10:00:46.55

How can i order my business card.
2022-02-24T10:00:48.993
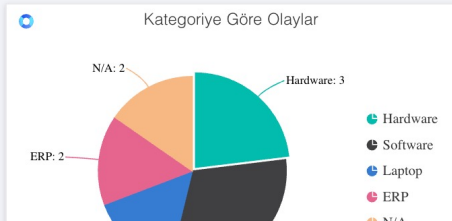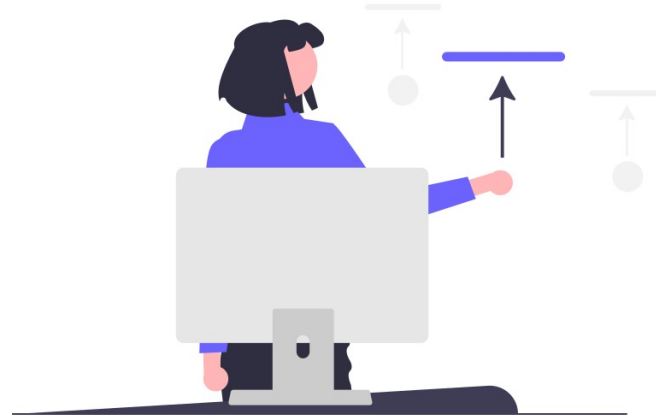
Printer sorunu
2022-03-25T15:54:46.207

Kategoriye Göre İstekler

Laptop: 1
Change Request: 2
Question: 2
Change Req...
Question
Gen...
General Req...
N/A
Laptop
N/A: 15

Kullanıcıya Göre Çağrılar

2 2 2 1 1

Orhan Kemal · Franz Kafka · Super Admin · N\A
Michael Jackson

Açık Kayıtlarım

Email is not working properly.
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How can i order my business card.
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Printer sorunu
2022-03-25T15:54:46.207

Teknisyene Göre Olaylar

5 4 2 2

Kategoriye Göre Olaylar

N/A: 2
Hardware: 3
ERP: 2
Hardware
Software
Laptop
ERP

ESM

ENTERPRISE SERVICE MANAGEMENT

PSA

PROFESSIONAL SERVICES AUTOMATION

ITSM

IT SERVICE MANAGEMENT
ENTERPRISE & MSP SOLUTIONS

PPM

PROJECT & PORTFOLIO MANAGEMENT

WTM
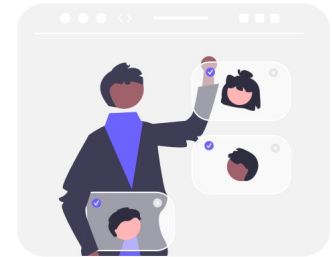
WORKFORCE & TASK MANAGEMENT

100+

Active Installations

60.000+

Active Users

300.000+

Monthly Records

200.000+

Assets Managed

10+

New Setup Per Month

320%

Growth Rate

100+

Integrations

40+

Modules

THE FUTURE IS BUILT ON ITIL

ITIL®

The digital infrastructure of
our world is founded on ITIL®.
And so is everything to come.

ITIL 4 – Welcome to the future.
built-on-itil.com

ITIL4 GENERAL MANAGEMENT PRACTICES

Architecture management

Continual improvement

Information security management

Knowledge management

Measurement and reporting

Organizational change management

Portfolio management

Project management

Relationship management

Risk management

Service financial management

Strategy management

Supplier management

Workforce and talent management

ITIL4 SERVICE MANAGEMENT PRACTICES

Availability management

Business analysis

Capacity and performance management

Change enablement

Incident management

IT asset management

Monitoring and event management

Problem management

Release management

Service catalogue management

Service configuration management

Service continuity management

Service design

Service desk

Service level management

Service request management

Service validation and testing

ITIL4 TECHNICAL MANAGEMENT PRACTICES

Deployment management

Infra and platform management

Software development & management

servicecore

IS BUILT ON

ITIL®

ITIL4 GENERAL MANAGEMENT PRACTICES

Architecture management

Continual improvement

Information security management

Knowledge management

Measurement and reporting

Organizational change management

Portfolio management

Project management

Relationship management

Risk management

Service financial management

Strategy management

Supplier management

Workforce and talent man.

ITIL4 SERVICE MANAGEMENT PRACTICES

Availability management

Business analysis

Capacity and performance man.

Change enablement

Incident management

IT asset management

Monitoring and event management

Problem management

Release management

Service catalogue management

Service configuration management

Service continuity management

Service design

Service desk

Service level management

Service request management

Service validation and testing

ITIL4 TECHNICAL MANAGEMENT PRACTICES

Deployment management

Infra and platform management

Software development & man.

servicecore

IS BUILT ON

ITIL®

Service Desk

Modern user interfaces and seemless usage comfort provides best user experience for service desk practices.

Interaction Management

Initial relationship and communication layer as a SPOC and first line pool for service desk agents for good communication and redirection.

Incident Management

Manage all incidents of your services. Using prioritization, classification, solutions, task management, worklog inputs, SLA conditions, sharing, automatic notifications..

Problem Management

Proactively manage problems using detailed analysis and workaround functionalities and handle problems easily with this productive module

Request Management

Manage user requests by using advanced request automation funcionalities based on rules engine, workflows, task automation and catalog integrations.

Change Management

Change enablement is easy and fast with modern ITIL4 change enablement practices that you never see on any products before.

Asset Management

Manage all assets life cycle with enterprise discovery capabilities. Modernize your asset tracking process with this module.

Configuration Management

Service configuration management will not be a complex problem after discovering this modern CMDB module that you'll really love.

Service Catalog Management

Predefined service structures for fast service delivery. Easy to manage both service and technical catalogs with this modern catalog management module.

Service Level Management

Highly customizable and advanced SLA automation capabilities delivered by enterprise class prioritization rule engine thats invented by our developers.

Knowledge Management

Service Knowledge Management System enables easy to find and relate resolutions and articles for both agents and users.

Self Service Portal

Portal for users of your services providing self help and tracking their incidents, requests, changes, assets and all interactions with your support teams.

Service Automation

Automate service management tasks accroos all service management procesess with advanced automations engine..

Service Analytics

Enhance overall management capabilities of your service managers with ou ready to use and easy to build reports engine.

Service Dashboards

Modern management dashboards are mandatory for every manager today. Our modern and customizable dashboards provides insights to all levels of managers.

Continual Improvement

Main methodolgy of ITIL4 implementation is Continual Improvement and so its naturally included in our ITSM software.

Project Management

With ITIL4, the project management process has become a natural part of ITSM and a mandatory practice.

Task Management

Consolidated task management and central coordination of all tasks through processes to proactively manage performance and resources.

Easy to set up and use

Modern intuitive interfaces to manage every process easily.

Servicecore modern and intuitive UI requires minimal to no training, and is customizable to IT and non-IT needs.

Seemless service and process management experience designed by service management experts for service managers.

Easy to use and manage

Details for effective management

In each module you'll find easy to use details for effective management. As a technician you can find every detail that you need to manage your tickets.

Customization via admin panel

Advanced management capabilities.

Management of every details can be easily operated backend administration functions. Deep dive customization can be performed with no code advanced setup screens.

General Settings

General Settings
General application settings: colors, options, etc.

System Settings
Active Directory, Email Fetching, Database etc.

Business Hours
Set your business work hours according to groups/policy/location.

Email Notification Templates
Manage email templates for notification rules.

Canned Responses
Small templates for notes,emails

Service Catalog
Build your service catalog for organization.

Organizational Settings

Agent Groups
Manage Support Groups

User Groups
Manage User Groups

Agents
Manage Agents

Users
Manage Users

Change Advisory Board
Groups for change approval flow

Departments
Manage departments for your users

Roles
Granular role management

Assets & Configuration Settings

Products
Add your products to use in your asset management.

Vendors
Add your vendors

Financials
Financials

Contracts
Contract management for your agreements

Locations
Locations

Relationship Types
Relationships to bind CMDB items to each other

Advanced Settings

Integration
IntegrationAdminDescription

SLA Policies
Measure your ticket desk performance.

Ticket Closure Rules
Specify the constraints that should be meet before closing tickets.

Automation Management
Make flexible automation rules.Event, Condition and Action,Flows

Form Dynamic Field Settings
Customize your forms settings like min. max value, mandatory etc

Custom Form-Fields
Add more fields for custom needs

Gateway to service experience

End users and customers can reach all their service interactions, incidents, requests and knowledge base via self service portal.

#INT1 Open	Jack Bauer **Email Issue...** My email account isn't working. Please help!...	INC SR
#INT2 Open	Jack Bauer **My Email is not working what do i do?...** Crm pluging prevents to open outlook...	INC SR
#INT3 Open	Michael Adley **How can i order my business card...** I'm just onboarding to the company. where is the request portal?...	INC SR
#INT4 Open	Tom Brown **Antivirus is crashing...** Antivirust is crashing why...	INC SR
#INT5 Open	William Avery **How can i order my business card...** My email account isn't working. Please help!...	INC SR
#INT6 Open	Michael Adley **CRM Plugin Issue...** Crm pluging prevents to open outlook...	INC SR
#INT7 Open	Tom Brown **Antivirus is crashing...** I'm just onboarding to the company. where is the request portal?...	INC SR
#INT8 Open	Michael Adley **Virus Problem...** Antivirust is crashing why...	INC SR

Select All

Actions

Sort By

Single Point of Contact

Service Desk & Interaction Management

Initial relationship and communication layer as a SPOC and first line pool for service desk agents for good communication and redirection.

Details ⟶

Modern Incident Management

Servicecore modern and intuitive UI requires minimal to no training, and is customizable to IT and non-IT needs.

Seemless incident management experience designed by service management experts for service management teams.

AUTO TICKETING

Converting emails automatically to interactions.

CONTROL PANEL

All records are under your control with fast filtering and listing panel

CUSTOM FILTERS

Get the look you want with easily customizable filters

BULK ACTIONS

Save time with fast update feature of records in bulk

FAST DENY

Irrelevant and unofficial demands can be denied with one click

CONVERSATIONS

All communications with users can be handled and recorded as conversations

Conversations Inbox Management

All internal and external correspondence, all necessary calls to eliminate interruptions are collected on a single screen.

In this way, all written communications of all relevant stakeholders can be sorted back to old.

You can follow the works based on inbox management without losing any correspondence.

Task Coordination

In order for Incident to be solved, the necessary tasks must be completed.

Every outage requires the support and participation of different technical teams.

Job tracking required for the coordination of different tasks can be done with this module.

Modern incident management for rapid response and solution of interruptions as it is strongly defined on "deliver and support" stage of Service Value System of ITIL4.

AUTO INCIDENT CREATION

Save time with auto converting events, interactions and emails automatically to incidents.

CONTROL PANEL

All records are under your control with fast filtering and listing panel. Also qucik edit and update via control panel.

LINK and MERGE

It is possible to merge duplicate incident records. Logical connections of interconnected incidents can also be linked via Link function.

SHARE INCIDENTS

Share incidents with users and techniciasn for collaboration while working on same incident as team

INTEGRATIONS

Native integration with Event, Interaction, Problem, Change and Asset modules.

CONVERSATIONS

All communications with users can be handled and recorded as conversations

Problem Definition, Control and Error Control

Problem Management

Problem Management will be very easy for you to manage with our easy to use management panels.

Details ⟶

Request Management

Fullfill Requests Easily and Digitally

Easy to use and set up

Servicecore modern and intuitive UI requires minimal to no training, and is customizable to IT and non-IT needs. Seemless incident management experience designed by ITSM experts for IT experts.

Details ⟶
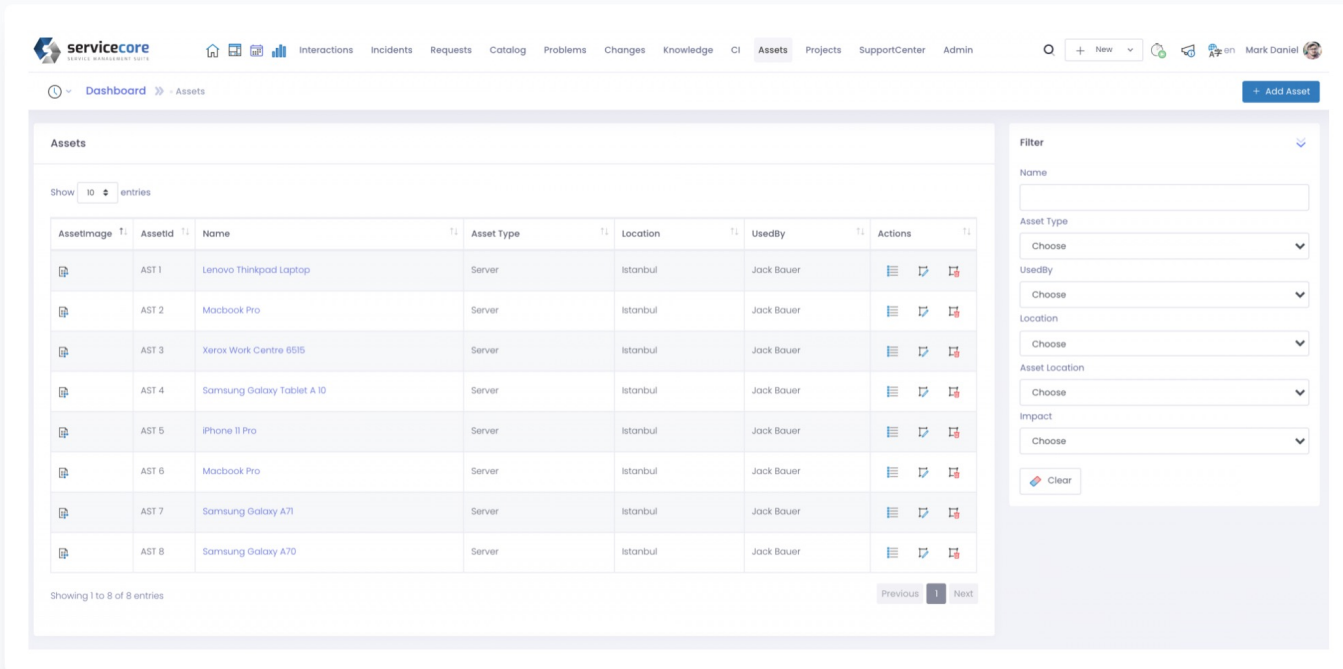
Manage Entire Aset LifeCycle

Asset Management

Manage all assets life cycle with enterprise discovery capabilities. Modernize your asset tracking process with this module.

Track assets throughout all processes with this module, which is integrated with the Incident, Problem, Request, Change and Configuration management processes.

Details ⟶

Request and Technical Catalogs

Service Catalog Management

Predefined service structures for fast service delivery. Easy to manage both service and technical catalogs with this modern catalog management module.

Details ⟶

Agree, Define, Measure, Improve

Service Level Management

Highly customizable and advanced SLA automation capabilities delivered by enterprise class prioritization rule engine thats invented by our developers.

Details ⟶

SKMS and Knowledge Base

Knowledge Management

Service Knowledge Management System enables easy to find and relate resolutions and articles for both agents and users.

Details ⟶

Service Automation Rules Engine
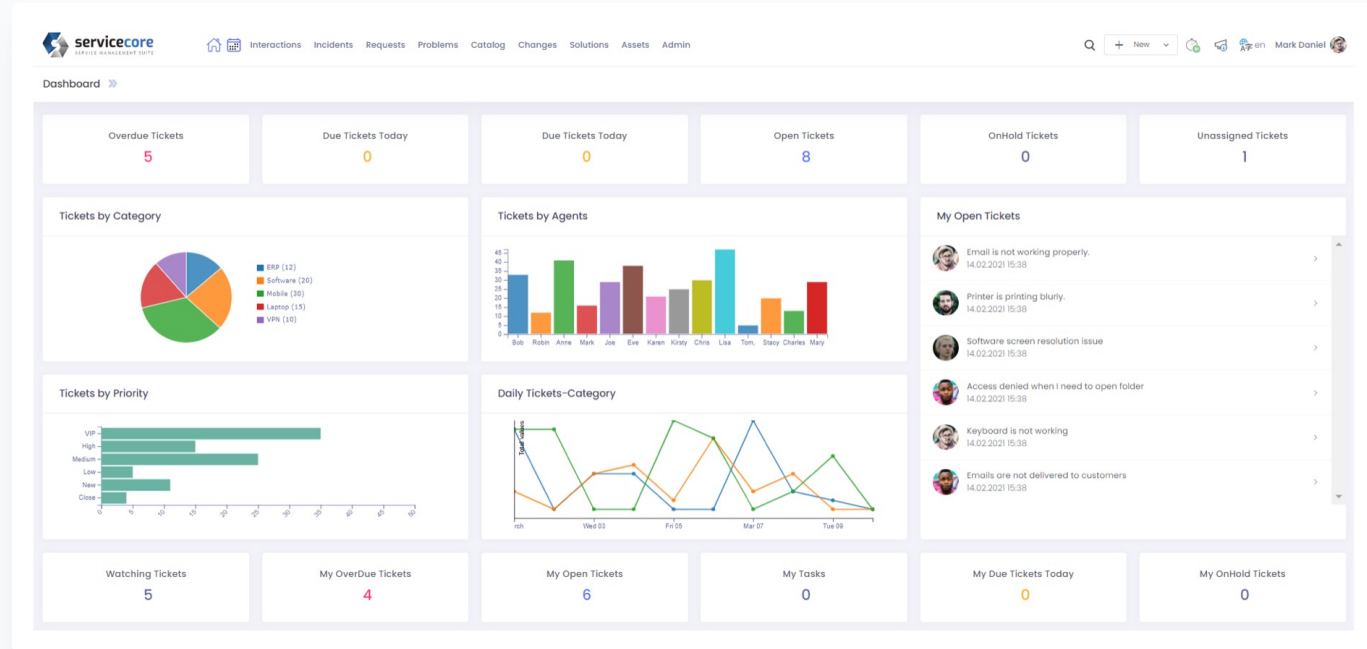
Service Automation

Automate service management tasks accroos all service management procesess with advanced automations engine that we call as (SARE- Service Automation Rules Engine)

Details ⟶

Service Management Cockpit

Service Dashboards

Modern management dashboards are mandatory for every manager today. Our modern and customizable dashboards provides insights to all levels of managers.

Details ⟶

Advanced Managament Capabilities

Administration

You can easily make all configurations on your own from the admin panel equipped with advanced management options.

CI Automation as ITSM Major Practice

Continual Improvement

Continuous improvement is the first step in implementing ITSM. As the most important ITIL practice, CI is the precursor to all processes, as well as the assurance of the quality of other ITSM processes and services in organizations. Servicecore CI module has been developed in full compliance with ITIL4.

Details —→

Centralized Workforce Coordination

Task Management

All process activities behind all ITIL4 practices are a task. With the fulfillment of these tasks, processes can do their job. Therefore, task management is the common ground and coordination point of all processes. Works are more efficient with this module, which is easy to use and facilitates workload management.

Details ⟶

Project Management as a new ITIL4 Practice

Project Management

With ITIL4, the project management process has become a natural part of ITSM and a mandatory practice. The birth of projects is always triggered by processes such as improvement, change, and demand, and project outputs often require feedback to these processes.

Details ⟶

Configuration Management Data Base
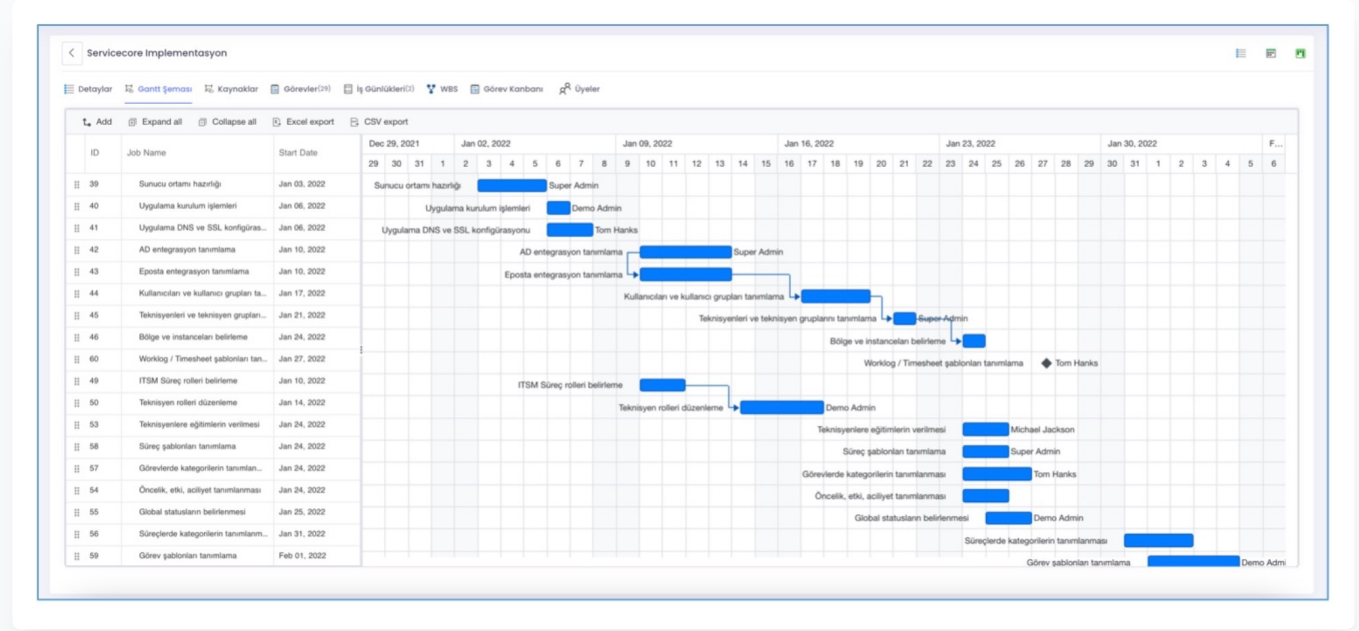
Manage configuration and topologies

It has never been easier to create and manage CMDB, the environment where all entities, configuration objects and services relationships are recorded, tracked and monitored.
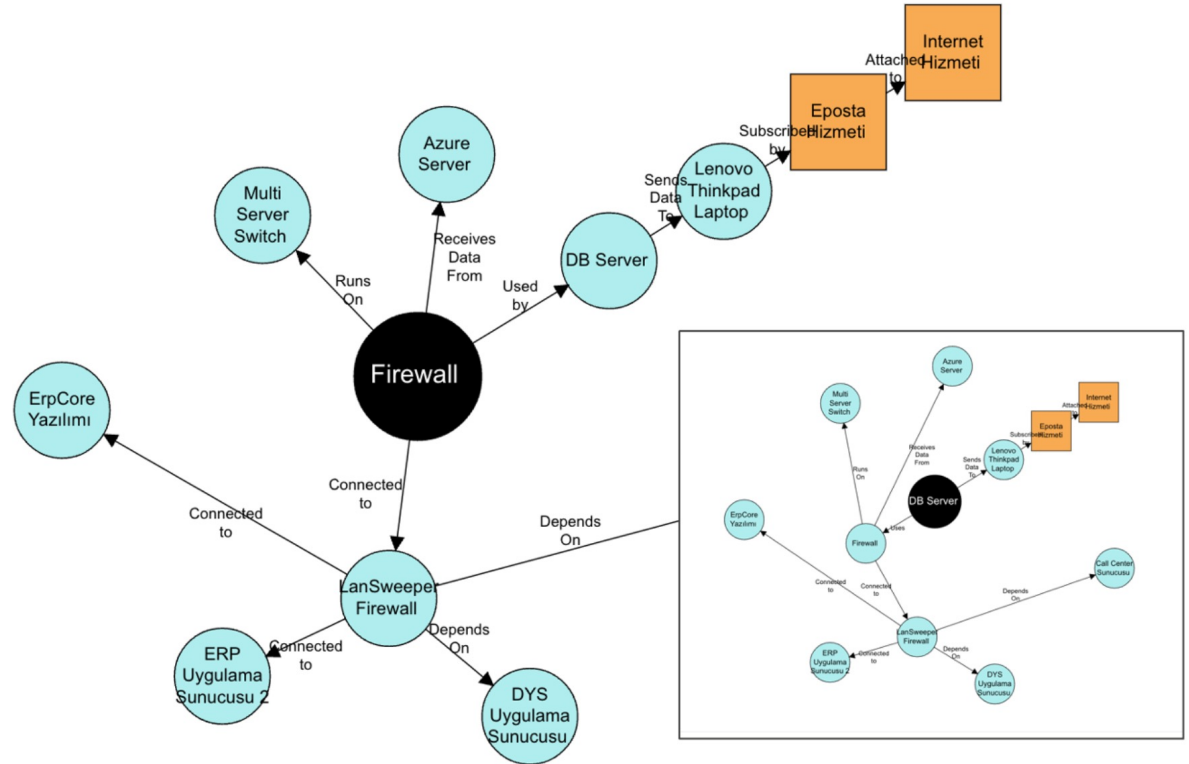
WHAT MAKES SERVICECORE DIFFERENT?

20+ years experience on ITSM

100+ successful ITSM implementation experience

Full ITIL4 MP and ITIL Expert Certified Team

Agile implementation philosophy

Fast and enriched customization capabilities

Fast support from service management experts

WHAT MAKES SERVICECORE METHOD DIFFERENT?

ITIL4 new publications compliant

Modern and revised ITIL4 practices based

Designed based on ITIL4 new agile and lean philosophy

ITIL4 first and most important process Continual Improvement Practice is included (only in Servicecore)

Task and Project management is included (is ITIL process furthermore)

Agile ITSM deployment methodolgy based on ITIL4 and Lean

WHAT MAKES SERVICECORE PRODUCT DIFFERENT?

Modern and easy to use interfaces

Lean design philosophy

Scaleable and multi tenant architecture

Easy to configure and use

Integration and co-operation capabilities

Fair and ethical licensing method

No hidden costs

WHAT MAKES SERVICECORE SERVICES DIFFERENT?

Not only developers, but also ITIL Experts and ITIL4 Managing Professionals.

Experience on ESM, ITSM consultancy and training for 20 years

Servicecore support services is designed based on ISO 20000 and its quality is certified.

We prevent you from falling into the trap of setting up ITSM with years of long projects.

Since we are developer and having software code ownership, our direct support is faster and more continuous.

Open to new needs and customizations and we have the ability to rapidly develop for such extra requirements.

Standard Edition

For the organizations who needs service desk, incident, task, knowledge man.

Offered as annual subscription or perpetual licensing.

servicecore
SERVICE MANAGEMENT SUITE

- Service Desk / Interaction Module
- Incident Management Module
- Service Level Management Module
- Task Management Module
- Task Schedule Management
- Worklog Management Module
- Knowledge Management Module
- Self Service Portal
- Email Auto Ticket Creation
- Email Notification Templates
- Process Templates
- Detailed Reports
- Dashboards
- Time Engine
- Administration Module
- Roles Management Module
- Multi Language Support
- Canned Responses
- Business Hours Module
- Survey Management
- API Module for Integrations

Professional Edition

For the organizations who needs all necessary ITIL4 processess

Offered as annual subscription or perpetual licensing.

Each module can be added as Add-On to Standart Edition seperately.

Everything in Standart Edition plus :

Request Management Module

Service Catalog Management Module

Problem Management Module

Change Management Module

Asset Management Module

Contract Management Module

Continual Improvement Module

Service Automation Rules Engine

Request Approval Management

Multi Tenant Architecture - Multiple Instances

Advanced Integrations

Advanced Customizations

Azure AD / SAML Integration and SSO

![servicecore - Service Management Suite]

Enterprise Edition

For the organizations who needs advanced features.

Offered as annual subscription or perpetual licensing.

Each module can be added as Add-On to Standart or Professional Edition seperately.

Everything in Professional Edition plus :

Event Management Module

+ ITOM Integrations

CMDB Module

+ Discovery Integrations

Release Management Module

+ SDLC , Devops Integrations

Project Management Module

+ PPM Integrations

Service Relationship Management Module

+ MSP Model Integrations

Service Analytics Module

+ BI Integrations

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