

Measurable Performance and Quantifiable Results

Most organizations using Tific Support Automation Suite have been able to decrease service requests and support loads by 20% to 40%—while some have been able to claim an astounding 80% reduction.

And, in addition to total call and service deflection savings, Tific Support Automation Suite can also deliver a 10% to 30% decrease in the total time to resolution.

CALL
VOLUME

CALL
TIME

SUPPORT
COSTS

Tific Support Automation
Drives Down Costs

Integrated Solutions Mean Lower Support Costs

~ Tific's second-generation support automation solution—self-healing, self-support, and assisted service—combined with an enterprise service desk offers a proactive approach to managing the support supply chain for Global 2000 corporations—from IT to the support desk to the end-user. Our solution slashes your support costs, improves your support operations, and significantly increases customer satisfaction by reducing the number and duration of calls and increasing the resolution success rates of first calls.

For IT Organizations: Our breakthrough technologies turn operational support engineering departments into centers of support automation expertise, enabling staff to develop self-healing scripts within the context of knowledge without the need for expensive or time-intensive programming. Our unique visual programming environment reduces development time from weeks to days, lowering costs, and frees up IT resources for more important tasks. What's more, global enterprises benefit from a fully internationalized product that can deliver support knowledge and self-healing automation in multiple languages for world-wide deployment.

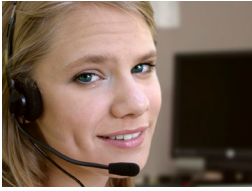
For Support Analysts: Our Support Analyst Console provides service desk agents with an easy-to-use interface that automatically displays all relevant information about the client's system—from hardware and applications to a history of the activities surrounding the problem. This substantially eliminates the amount of necessary talk-through with the end user, reducing the time devoted to calls and considerably increasing the resolution success rates of first calls.

For End Users: Our system constantly monitors the state of end-user computing platforms (Windows' client desktops and laptops)—detecting and resolving problems virtually unnoticed by the user. When problems require end-user intervention, our solutions walk users through step wizards that already understand the user's environment and reduce information to only that which is relevant—allowing end users to successfully solve problems quickly and easily on their own.



Reducing IT Support Costs with Automation

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Partnering in Support Automation Solutions

Today's Solutions

First-generation support automation products are difficult to use and fail to meet most expectations for eliminating help calls, while second-generation products offer improved technological and productivity gains.

Tific brings together the industry's leading minds in the invention, design, and development of second-generation support automation.

Today, you can slash costs by combining knowledge with Tific automation—significantly reducing the load on services desks and considerably increasing end-user satisfaction.

Typical Support Scenarios Made Easy with Support Automation

Detect and address connectivity problems

- ~ Reset proxy settings
- ~ Connect to network printer
- ~ Identify and resolve device conflicts, such as those that occur during PDA synchronization

Monitor and reset application and configuration data to meet IT standards

- ~ Ensure anti-virus software running and up to date
- ~ Determine firewalls are correctly activated
- ~ Confirm trusted URLs are up to date
- ~ Verify standard background applications are installed and active

Ensure successful initial installation, set-up, and activation

- ~ Prepare for new version of MS Office
- ~ Install local or network printer
- ~ Configure VPN access

Perform routine maintenance to optimize system performance

- ~ Perform routine file clean up
- ~ Monitor and defrag disk capacity
- ~ Monitor memory usage and automatically adjustment virtual memory settings

Simplify "how to" issues

- ~ Reset passwords
- ~ Set up and activate new accounts
- ~ Personalize desktops

Detect and repair application issues

- ~ Applications will not launch or unexpectedly shut down
- ~ Applications freeze or won't respond
- ~ User receives error messages related to file corruption or connectivity



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Connecting Knowledge to Automation



Key Tific Support Automation Features

Drag and Drop Workflows, Reusable Objects, and Real-time Publishing

TiFiC provides a visual programming environment for the development of support automation by subject matter experts (SMEs). SMEs use standardized style sheets to capture knowledge and ensure that end users view self-help information in a consistent, familiar way. Problem detection and remediation scripts can be developed using a decision tree programming tool that simplifies development, encourages re-use and eliminates the need for professional programming. By design, knowledge and support automation develop in concert to increase the end-user success rate of self-service.

Remedy Support Analyst Console

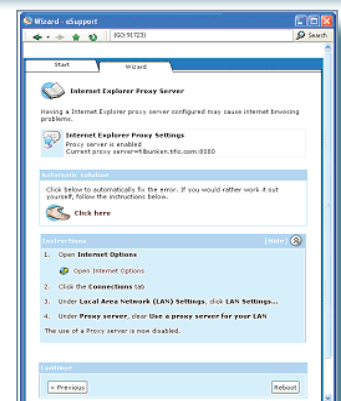
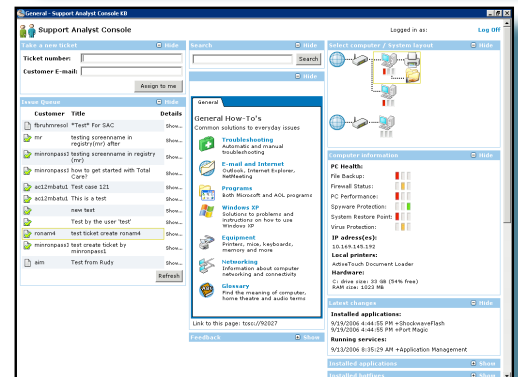
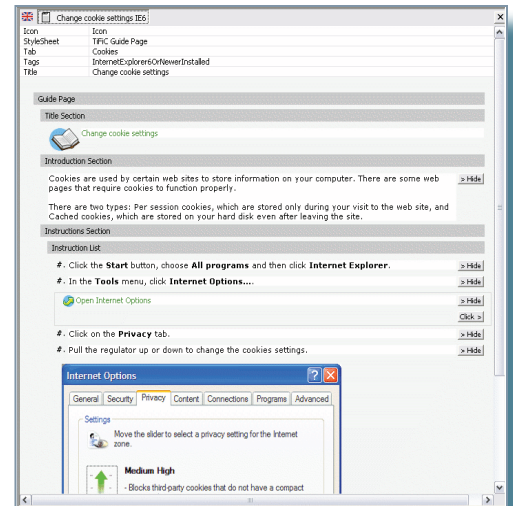
To shorten call time, TiFiC provides the support analyst with an assisted-service console that captures “content” and “state-of-the-machine” information, such as applications, error codes, license keys, configuration details, and so on, relevant to the specific device in question. When assisted service is necessary, the console provides a complete historical view of the customer experience. This simplifies diagnosis and speeds resolution.

Self Healing and Self Service

Standardized style sheets and step wizards ensure consistent, accurate, and repeatable experiences during both the self healing and self service process. Using TiFiC’s intelligent decision trees in concert with client-side system information, Step Wizards walk the end user through the resolution process and present only relevant information for the problem at hand.

Support Intelligence Reporting

A powerful data-mining tool analyzes information flow in the Tific system across the enterprise—capturing statistics, tracking patterns, measuring usage, identifying high-impact support automation priorities, and providing dashboards for support management.



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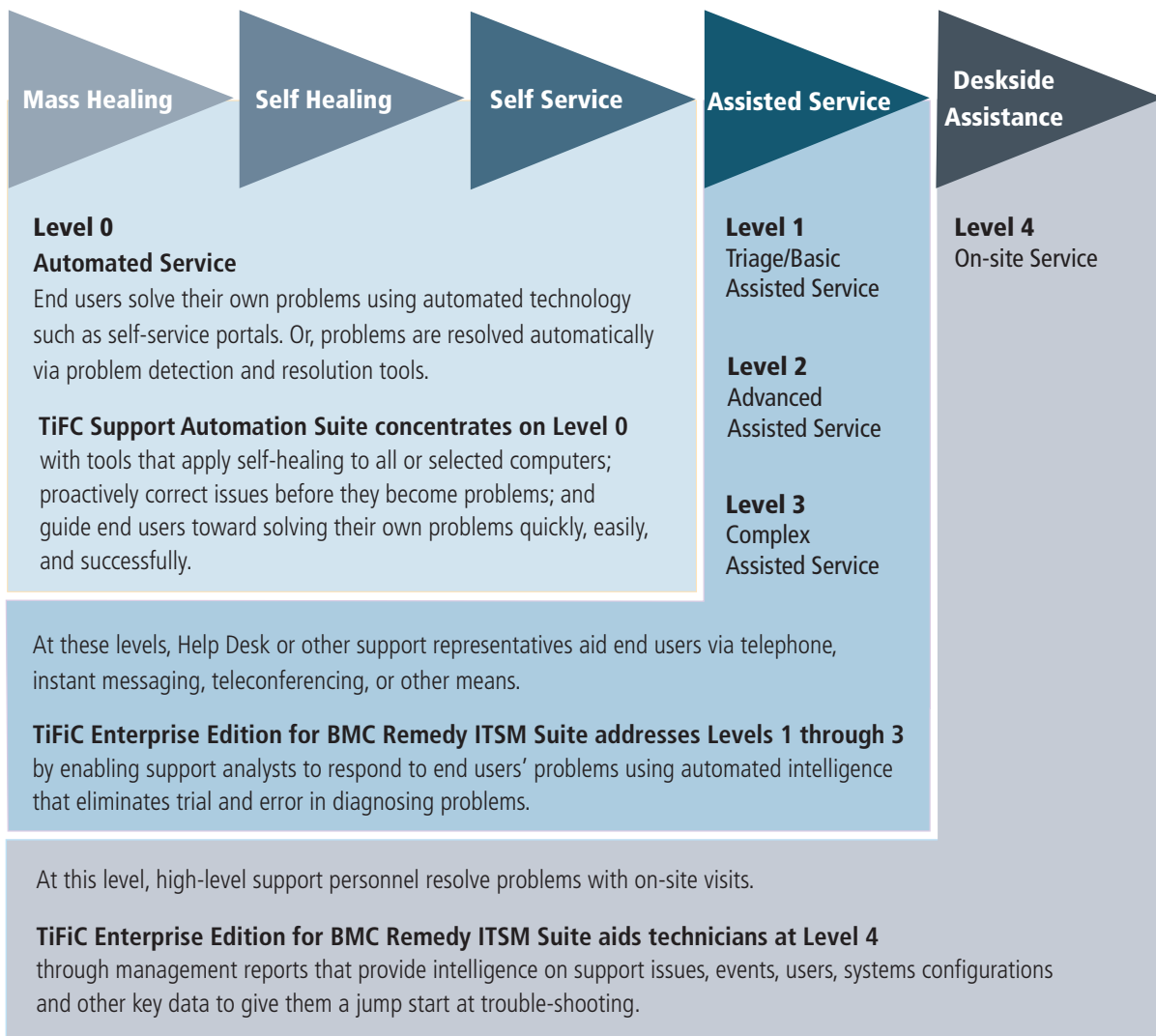
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Typical IT Support Infrastructure and Tific Support Automation Suite

*Streamlines problem identification and resolution
along the entire continuum of the support supply chain.*

Helps develop and maintain IT organization policies.

*Minimizes the number of reported problems, maximizes the success of self-help,
optimizes the efficiency of the support infrastructure
— and helps close the loop on every reported incident.*



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