



TOPdesk

PROFESSIONAL

TOPdesk Professional
Modular service management software

Service Management Simplified

TOPdesk develops, markets, implements and supports software that helps organisations to efficiently manage the services they provide. Our vision is to create a user-friendly and affordable service management solution for every type of organisation, which can be quickly and easily installed. Whether this concerns ICT, facilities and technical management, registration of complaints, service desk or service support, TOPdesk allows you to support your employees, business relationships, consumers and citizens.

TOPdesk is available in three versions: lite, Professional and Enterprise. The software is thus geared towards small organisations as well as large multinationals. Thanks to the modular structure of the application, a TOPdesk solution can be tailored

to every organisation.

TOPdesk has been providing service management solutions for organisations since 1993. Careful attention is paid to the wishes of customers when developing the various TOPdesk products. The application is available in five languages and is used by organisations all around the world. TOPdesk has been implemented more than 3000 times worldwide and is currently market leader in the Netherlands.

TOPdesk UK is situated in Hammersmith, London. TOPdesk's Head Office is located in Delft, the Netherlands; there is also a branch situated in Kaiserslautern, Germany.



TOPdesk Professional in a nutshell:

+ INCIDENT MANAGEMENT

+ CONFIGURATION MANAGEMENT

+ PROBLEM MANAGEMENT

+ CHANGE MANAGEMENT

+ PROJECT MANAGEMENT

+ OPERATIONS MANAGEMENT

+ SERVICE LEVEL MANAGEMENT

+ RESERVATIONS AND LEASE MANAGEMENT

+ STOCK AND ORDER MANAGEMENT

+ 100% WEB-BASED

Service is more than a smile

Your customers increasingly demand more from your service desk; a smile alone will not help them. TOPdesk Professional helps you to raise the service level of your organisation.

Unique software for unique organisations

Every organisation is unique. Whether you support business relations, customers or citizens - anything is possible with TOPdesk Professional. TOPdesk Professional is used as a service desk by among others the facilities, legal, ICT and human resources departments, for supporting the inventory, company assets, products and services. TOPdesk is available in English, Dutch, German, French and Portuguese so there is always a TOPdesk that suits your organisation.

User-friendly

In developing our application, we incorporate the point of view of the customer who works with TOPdesk on a daily basis. We therefore pay much attention to making your work environment as user-friendly as possible. Our customer-oriented approach has resulted in a top three placement in the Top Tools survey in the past five years; in 2005/2006 TOPdesk was recognised as the most user-friendly application.

Information in TOPdesk Professional is categorised in card index boxes and attractively presented.

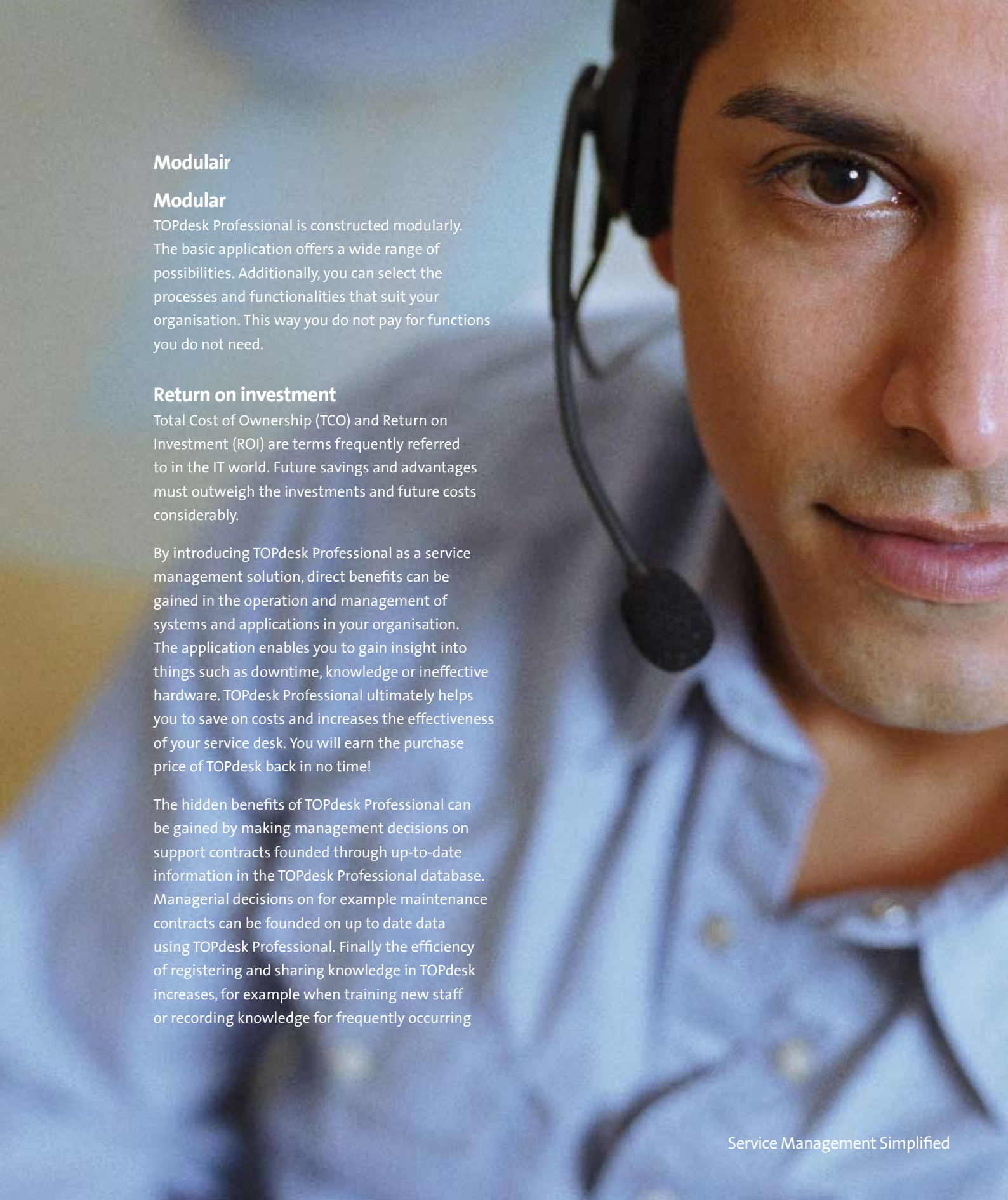
Entering, finding and sorting information is therefore very easy. Moreover, the application is accessible via the Web interface from every workstation. Your operators can perform their daily tasks via a web browser. Your customers can make use of the Self Service Desk, allowing them to search for information or register an incident themselves.

TOPdesk is 100% web-based and does not have to be installed locally. Managing an application has never been easier.

Processes

Working process-based saves both time and money. That is why TOPdesk Professional makes use of the industry standard best practices of ITIL and MOF. Process-based working also helps an organisation to comply with other standards, such as ISO and SOx.

TOPdesk users operate from a personal workflow. This workflow shows all the tasks that are assigned to them, categorised by priority: incidents, problems, activities and projects. You can also view the workflow of your team or group.



Modulair

Modular

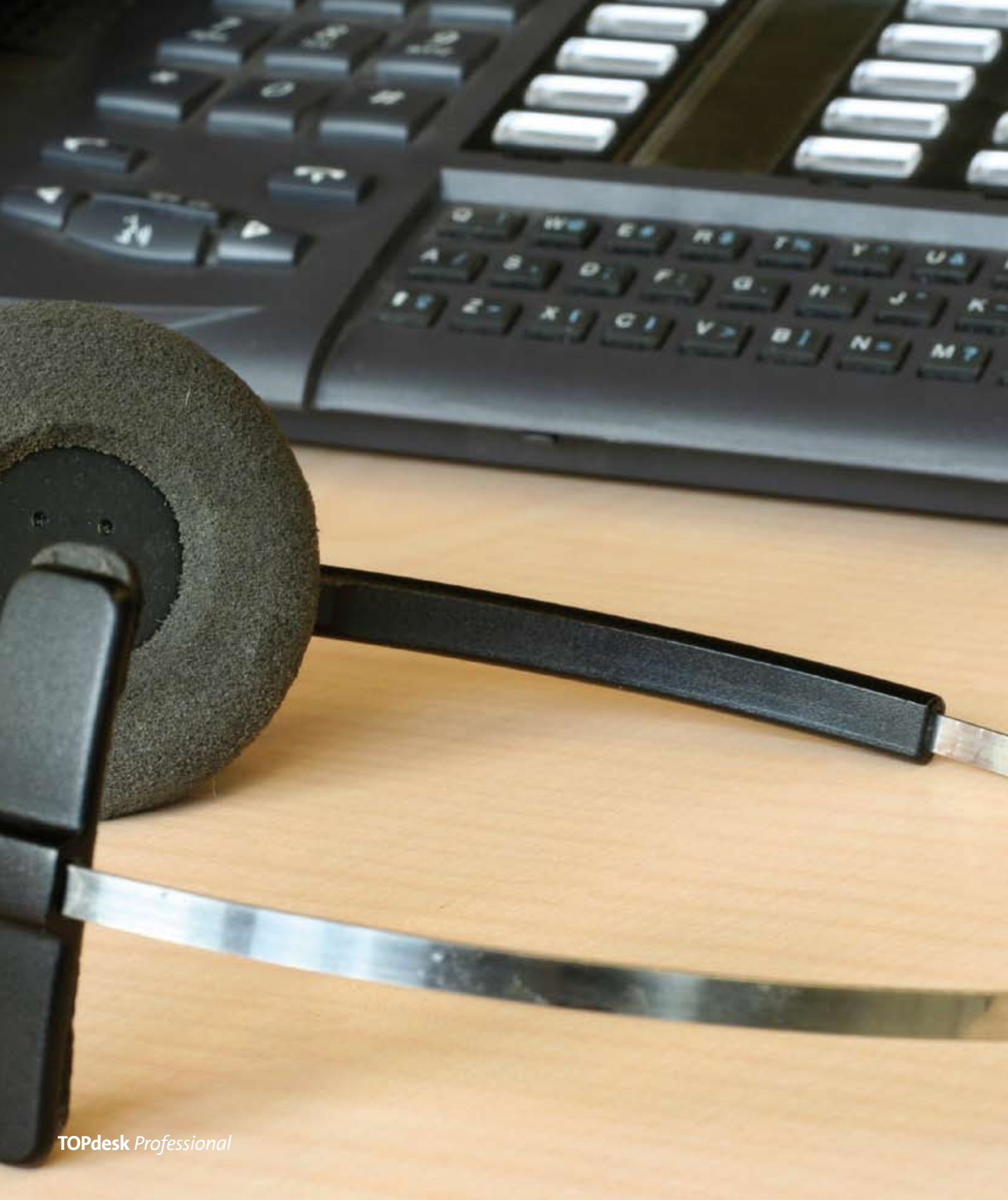
TOPdesk Professional is constructed modularly. The basic application offers a wide range of possibilities. Additionally, you can select the processes and functionalities that suit your organisation. This way you do not pay for functions you do not need.

Return on investment

Total Cost of Ownership (TCO) and Return on Investment (ROI) are terms frequently referred to in the IT world. Future savings and advantages must outweigh the investments and future costs considerably.

By introducing TOPdesk Professional as a service management solution, direct benefits can be gained in the operation and management of systems and applications in your organisation. The application enables you to gain insight into things such as downtime, knowledge or ineffective hardware. TOPdesk Professional ultimately helps you to save on costs and increases the effectiveness of your service desk. You will earn the purchase price of TOPdesk back in no time!

The hidden benefits of TOPdesk Professional can be gained by making management decisions on support contracts founded through up-to-date information in the TOPdesk Professional database. Managerial decisions on for example maintenance contracts can be founded on up to date data using TOPdesk Professional. Finally the efficiency of registering and sharing knowledge in TOPdesk increases, for example when training new staff or recording knowledge for frequently occurring



Gain an overview of all your assets

Having a clear overview of your company assets is essential for the quality of the services you provide. In TOPdesk Professional you can register your infrastructure, inventory, telephone systems and much more. You can also view the location of the relevant item. This helps you to quickly deal with the incidents that are reported on these items.



Configurations

In Configuration management you can register numerous workstations, software, inventory items, products or other objects and their mutual relationships. Every important object is assigned a unique identification.

Furthermore elements such as cost, location, maintenance, warranty, audit trail and involved incidents can be tracked for every object. Likewise processes such as issuing, leasing and maintenance are also applicable to these objects.

TOPsis: automatic inventory

TOPsis is TOPdesk Professional's free automatic inventory tool. It is a standard component of the application that allows you to inventory your entire infrastructure. TOPsis can be started up from TOPdesk, allowing you quick insight into all data of

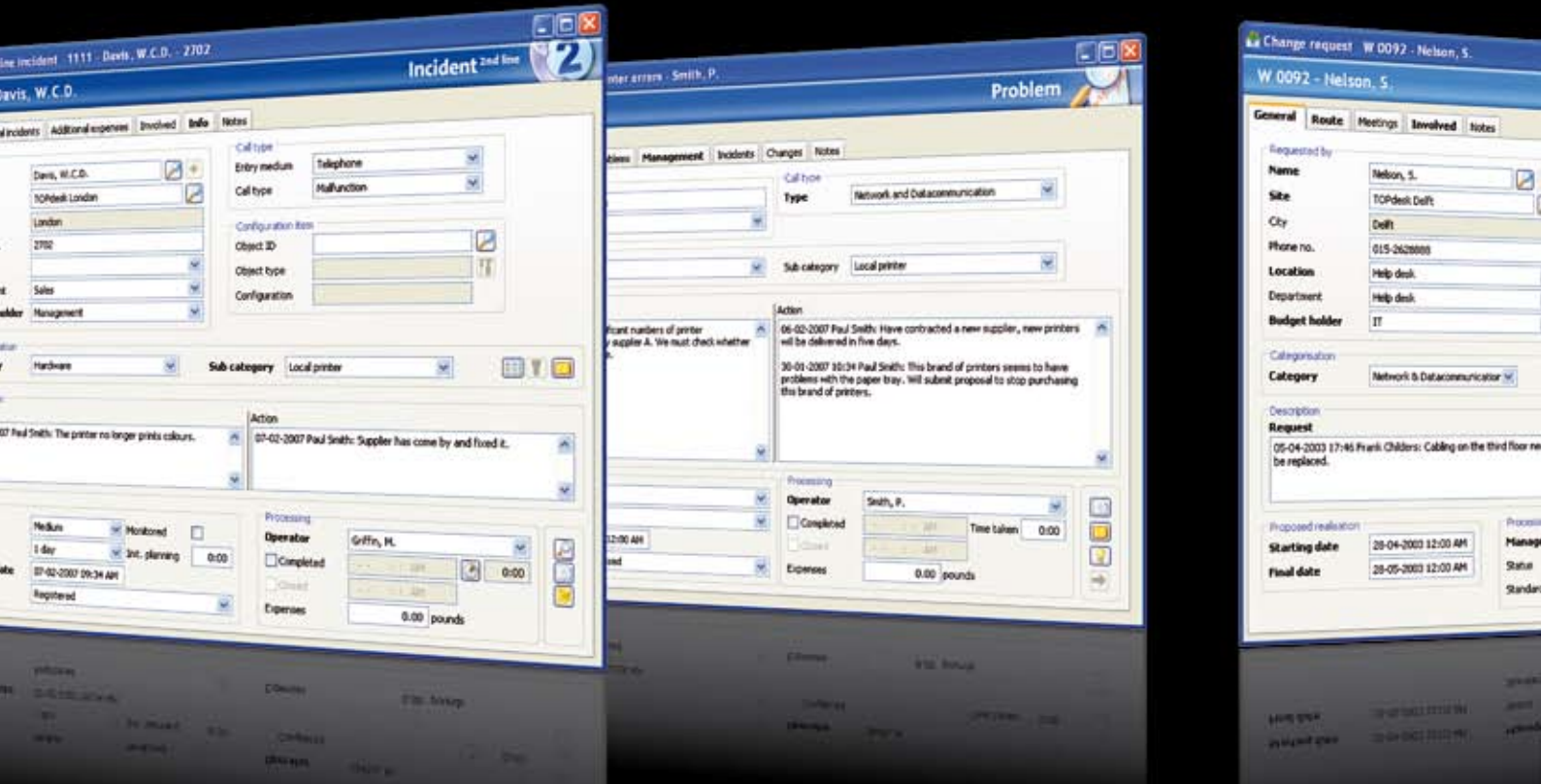
a workstation.

Via an automatic scan you can periodically and structurally acquire an overview of all the objects in the entire organisation. You will always have an up-to-date overview of the hardware and software components in your organisation. The inventoried data are then added to the Configuration management.

Software licenses

The registration of software applications enables you to easily monitor licenses. You have a clear overview of the available licenses, the prices and the persons or machines that use these licenses. You can also see the number of licenses remaining.

From registration to solution



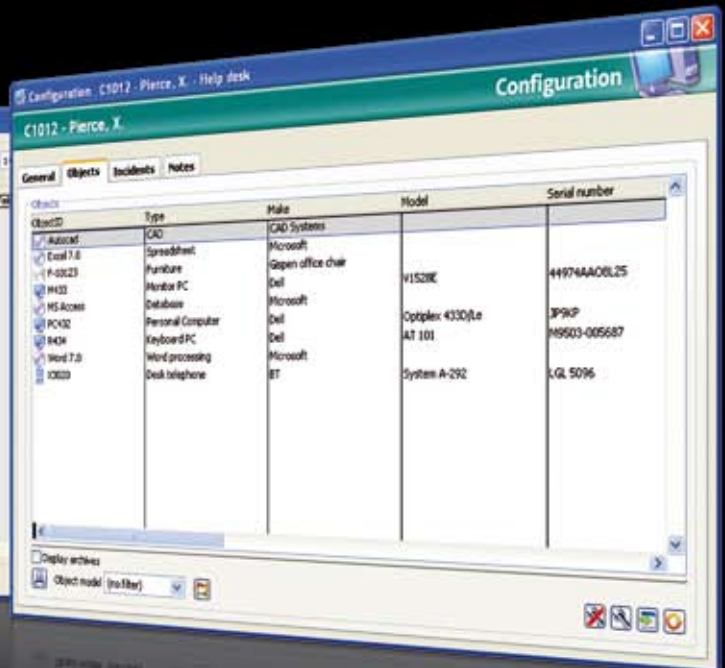
As a service desk, you want to help out your customers with their questions and problems as effectively as possible. Service management starts with processing their calls. TOPdesk not only enables you to register these calls, they also become an integrated part of your workflow. You can categorise calls and if necessary transfer them to a specialist.

Process

TOPdesk Professional is based on the best practices of ITIL. Configuration management, Incident management, Problem management and Change management together form a circular process, so that from each call you can reach a structural solution.

Incident management

Incident management forms the start of the service management process. TOPdesk makes registering a call very easy. Incidents often concern



one of the assets within your company - a direct link is made with Configuration management here.

Quick registration of incidents

Incidents can be registered in less than no time. Known data (for example name and address data), dates and times will be filled in automatically. The correct category and sub category will be assigned based on predefined key words.

When an incident cannot be resolved in the front office it can be escalated to the back office

with just one mouse click. Based on the chosen categorisation the relevant specialist will then be assigned.

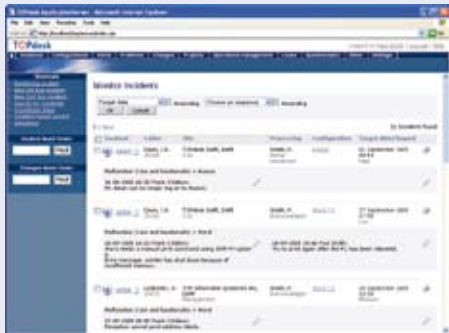
When an agreement is made regarding the service to be supplied (SLAs), TOPdesk will inform you the moment an incident is reported on a certain object. Moreover employees or customers can register calls themselves via the Self Service Desk or search for knowledge items to answer their query.

SELF SERVICE DESK

Do you want to make things easy for your colleagues or customers? The Self Service Desk means you are available 24 hours a day via a web interface.

Customers can easily register their own call, reservation or request for purchase in this central information portal. They can also track the status of their own calls.

The Self Service Desk also provides a



Knowledge base in which users can search for a solution to their query or problem, in turn easing the pressure on your service desk. And at the same time you increase the ability of your colleagues and customers to do things for themselves!

To promote the recognition and unity of your company design, the look and feel of your Self Service Desk can be attuned to the style of your existing intranet or website.

Keeping customers up to date

Of course you want to keep your customers informed on the status of their calls. Using TOPdesk you can automatically notify them via your intranet, email or SMS.

The relevant documents always within reach

In TOPdesk you can link documents to registered calls, persons, objects or to the Knowledge base as you see fit. These documents are saved on a central server and are accessible from every workstation. As a result it is possible for everyone to view maps, procedures, technical manuals or sent mail.

Sharing knowledge

Knowledge built up over the years is valuable information. It would be a waste to lose this knowledge or for it to be available to only a select group of persons. TOPdesk therefore has an extensive Knowledge base in which you can record, classify and publish knowledge. You can determine who may view each knowledge item. In this way you can for example share knowledge with colleagues via your intranet.

When registering a call, TOPdesk searches for related subjects from the Knowledge base itself. The application also automatically provides standard solutions.





Problem management

Can't resolve a call in Incident management? Does your service desk receive many calls concerning the same subject? The lack of a good analysis of structural problems is often the cause of the recurrence of incidents. Yet this costs time and money. The aim of Problem management is to find the cause of structural problems in your organisation.

Using the Problem management module you can, in three steps and on the basis of ITIL, analyse problems, link incidents and give feedback of the results to the service desk. Known errors can be copied into the Knowledge base or included as a work around in the Standard solutions.

You can also initiate a change proposal from a known error. This option is used when removal of the problem is required.

Change management

Changes in the infrastructure of an organisation are a regular occurrence. Change management is geared towards keeping the non-routine changes of assets under control. A change can be for example the renewal or improvement of assets, the

replacement of existing objects, or the correction of a (structural) error. The Change management module helps you to carry through changes via phases and activities. Using change templates you can make the route as straightforward or extensive as you wish.

Planning and carrying out large changes encompasses many tasks and involves many parties, and certain tasks are dependent on the execution of other tasks. In TOPdesk you can record all these tasks in Change management. A change route can be divided up into phases and separate tasks. You decide which phases and tasks are planned when.

Graphic representations mean you will always have an up-to-date overview of the change.

And finally

The implementation of a change will affect the Configuration management – completing the circle of ITIL processes. This is the way to ensure that the number of incidents in your organisation remains manageable.

Additional modules

Various disciplines are involved in service management. Support for every process is available in the form of a module. In addition to the processes Configuration management, Incident management, Problem management and Change management, TOPdesk offers many modules based on ITIL. The modules are integrated with one another to support the various disciplines in your organisation.



Service Level Management

Service Level Agreements are recorded in the Service Level management module. This ITIL module provides you with an insight into the internal agreements that are made regarding the services offered to your colleagues or customers.

When you register a call to which an agreement applies, you will be notified of this in TOPdesk. Contracts with external suppliers can also be recorded in the SLM, for instance concerning the maintenance costs, terms and the internal agreements that are made concerning the service.

Branch management

Does your organisation consist of various branches? The Branch management module enables your central service desk to use TOPdesk for all branches and locations within your organisation. Each branch has its own Branch card which helps you manage the locations of that particular branch.

Surveys

The Survey module enables you to gather information from your colleagues or customers.

You can create simple surveys in the form of questionnaires or campaigns concerning how people experience your services. The Survey module is an integrated audit possibility with which you can easily receive feedback from your customers. You will be able to better attune your service to the wishes of the end users.

Stock and Orders

Every organisation that keeps track of stock requires a structured overview of these stock and orders. It also needs to be made clear who takes care of the orders and where the ordered items need to be distributed. All logistical processes can be recorded and tracked using the Stock and Order module.

Project management

Periodic or recurring projects are made quicker and easier in TOPdesk's Project management. New projects can be created using templates, whilst projects can be made as extensive as you wish by dividing them into phases, sub phases and separate tasks. Finally, graphic overviews provide you with insight into the size and progress of a project.

Reservations and Lease management

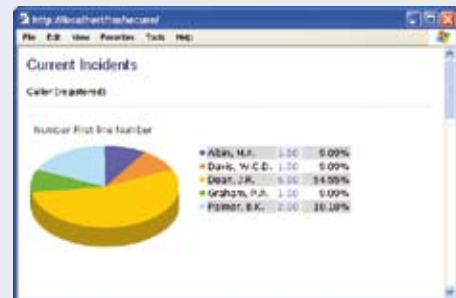
Within an organisation employees make use of a diverse range of facilities, including rooms, laptops, telephones and projectors.

TOPdesk's Reservations and Lease management module enables you to easily reserve such equipment. When reserving a meeting room for example, additional items can be taken care of such as catering or the number of chairs required. Reservations and Lease management is linked with the Configuration management process in TOPdesk.

EXTENSIVE REPORTS

Reports help you to examine the performance of your service desk and gain insight into the various ITIL processes. TOPdesk Professional contains over 250 standard reports.

In TOPdesk Professional you can define yourself which data you wish to report on and analyse.



Many different types of reports are distinguished between in TOPdesk Professional, including qualitative and quantitative reports, graphic, realtime reports, web reports and web statistics, statistical reports and local reports. Every process has a report wizard which enables you to easily create reports step by step. These reports can be viewed in the form of a table or a graph.

Reports can also be created in external applications via the export functionality, which is present throughout the entire application. The results can be exported to HTML, Microsoft® Excel or Adobe® PDF. Using external report generators you can also generate reports from other applications, such as Business Objects.

Overview of processes and functionalities

GENERAL

- + Modular, flexible, multilingual
- + 100% web-based
- + Based on ITIL and MOF
- + ISO and SOx compliant
- + Databases: own database with ODBC link for integration with other systems

CONFIGURATION MANAGEMENT

- + Registration of hardware, software, telephone systems, inventory and relations
- + TOPsis

INCIDENT MANAGEMENT

- + Registration of questions and malfunctions
- + Contact moments
- + CTI link
- + Self Service Desk; central information portal
- + Work orders
- + Knowledge base and Standard solutions

PROBLEM MANAGEMENT

- + Filter, analysis, known errors

CHANGE MANAGEMENT

- + Plan change routes
- + Templates, Release management and CAB
- + Gantt charts / Overviews

SERVICE LEVEL MANAGEMENT

- + Contracts and SLAs
- + Service Windows

SURVEYS

- + Questions, campaigns, market research and mailings

PROJECT MANAGEMENT

- + Structure projects
- + Assign activities to persons

STOCK AND ORDER MANAGEMENT

- + Order requests
- + Manage stock and safety stock
- + Bookkeeping process flow information

RESERVATIONS AND LEASE MANAGEMENT

- + Reserving and leasing rooms, equipment, etc.

BRANCH MANAGEMENT

- + Register buildings, storages, etc. and their relationships

DECENTRAL INSTALLATIONS

- + Autonomous service desks
- + Possibility of satellite links

SHARED SERVICE CENTRE

- + Seamless integration with other disciplines including facilities and HRM

REPORTS

- + Create reports on all processes
- + Over 250 standard reports
- + Freely definable reports
- + Maintain control of quality and service levels

Technology for the future

As your organisation grows, it is important that your software grows with it. You do not wish to be limited in user possibilities and technology. TOPdesk offers modern technology for modern organisations..

Technology

TOPdesk Professional makes use of advanced technology. The application uses an implemented database, which allows TOPdesk to be installed right out of the box. The TOPdesk client works intuitively and can be set up differently for each user according to his or her preferences.

Migration

Our Consultancy department will assist you during the implementation of TOPdesk Professional. The consultant(s) will ensure a smooth migration of data and procedures.

Integration with other applications

Our System integration department can assist you with the periodic importing of data from existing databases. We periodically link data from staff databases, CRM applications or configuration databases on the basis of AD, NDS, MS Excel, MS Access, SQL and Oracle (among others). We also look after the integration of TOPdesk Professional with applications which you already use.

Decentral service desks

Does your service desk operate from different locations? One central database in TOPdesk Professional means that you can provide all your service desk employees with access to one central application. Those involved will always have access to the correct data. You can also link autonomous service desks via TOPdesk Professional, as well as work with multiple databases via a satellite link, when you do in fact want the disciplines to remain separate.

Shared Service Centre

Setting up a Shared Service Centre can be beneficial for the ICT service desk, the facilities department and the HRM department. TOPdesk can be implemented in several different departments to form a Shared Service Centre; and ultimately increase the efficiency of the organisation. All calls can then be registered by one service desk in TOPdesk.

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More information?

Would you like to find out more about TOPdesk Professional or any of the other TOPdesk products or services? Please don't hesitate to request more information at www.topdesk.com, or you can give us a call on +44 20 8846 8516. We'd be happy to show you what TOPdesk can mean for your organisation.

Other TOPdesk branches

TOPdesk Head Office:
Delft, the Netherlands:
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TOPdesk Deutschland GmbH
Kaiserslautern, Germany:
+49 6313 0327 500

Other TOPdesk brochures

TOPdesk Enterprise
Service management for organisations with more demands

Software
TOPdesk lite, TOPdesk Professional and TOPdesk Enterprise

Services

We will gladly assist you in the process of improving your organisation; from implementing the TOPdesk software and training your employees to supporting you in using the application.

Implementation

You are not alone in implementing TOPdesk into your organisation. Our Consultancy department will help you to integrate TOPdesk into your existing infrastructure and work procedures. TOPdesk will be specifically designed according to your wishes.

System integration

Do you have particular wishes with regard to service management software? Perhaps TOPdesk does not entirely comply with these wishes? Not to worry; our System integration department will design and implement bespoke work solutions for you. This can include creating a link from TOPdesk to your staff

administration, creating a new logic for company specific applications or adapting the TOPdesk interface to your corporate image.

Courses

Our courses allow you to quickly introduce a new employee TOPdesk, or to brush up your own knowledge of it.

Your employees will soon become TOPdesk experts. We offer many different courses, including those for the use of TOPdesk Professional at a basic and advanced level. All courses are held on location.