



What's New in FootPrints® 11 Service Core

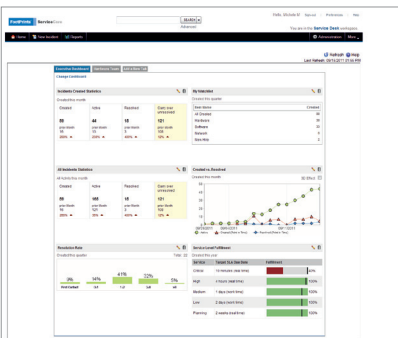
You asked, we listened! Footprints® 11 has arrived! With this latest release, FootPrints 11 can help you more effectively communicate with the business, improve the service you deliver to your customers and reduce the time and cost associated with business process development!



Executive Dashboard: Business Intelligence for Service Management

Gain greater business visibility and insight for more informed decision making. FootPrints 11 new Executive Dashboards provide essential trend, performance and progress information at a glance, to help you more quickly and easily communicate within your IT organization and articulate value to the business. More specifically, FootPrints now offers:

- ❖ A centralized executive dashboard that enables IT and business communication
- ❖ Executive visibility into performance from a single pane of glass
- ❖ Role-based and customizable dashboards for IT staff metrics tracking, trending and service level reporting
- ❖ Fast report generation to enable trend and analytic review
- ❖ Report drill-down to expose performance details and support detailed performance analysis
- ❖ Real-time and historical trend analysis to improve service performance and delivery



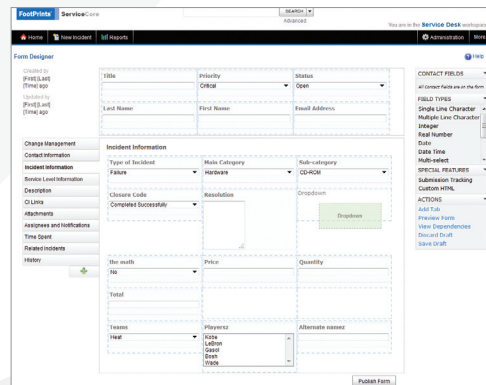
At a glance, see the status of key metrics including SLAs, resolution rates and services.



Visual Form Designer: Simplify complex business processes

Administrators of FootPrints 11 now have the ability to design and create flexible workspaces based on their organizational needs. With the new Interactive Dynamic Visual Form Designer, administrators now have access to a visual, fast and comprehensive tool for designing and creating customizable dynamic content and forms. More specifically, FootPrints now offers a:

- ❖ Single administration page for all form building activities that incorporates more than five screens into one drag-and-drop form designer to reduce configuration time
- ❖ Intuitive and simple drag-and-drop form designer decreasing the learning curve and time associated with creating forms



Easily customize forms to effectively capture relevant information.

Other FootPrints 11 Service Core Enhancements

- ❖ Manage Time Tracking data from Homepage Quick Edit
- ❖ Localized Workspace Templates
- ❖ Email Notification of "CC" parties through Escalation
- ❖ Status Lifecycle Definition
- ❖ First Contact Resolution Report
- ❖ Database Optimization and Keyword Search Optimization
- ❖ Secure Email (SMTP) Support
- ❖ Data Collection Tool
- ❖ New! Chrome Browser Support
- ❖ Updated Support for IE9
- ❖ Updated Support for Firefox 5/6
- ❖ MySQL 5.5

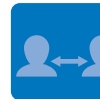


Automated Service Request and Release Management:

Reduce manual intervention and improve end user satisfaction

With more advanced PC Lifecycle and Service Management process level integration, new requests in FootPrints 11 can automatically enter change control and deliver on requested actions with no manual intervention, which enables automated software provisioning. FootPrints can now automate a process to deliver requested software upon approval or as scheduled to the requestor. More specifically, FootPrints now offers you the ability to:

- Control software procurement costs by developing closed loop processes
- Improve end user satisfaction with decreased time to resolution or request fulfillment
- Reduce human error by automating change control processes including authorization, execution, verification and completion
- Eliminate the need for manual intervention prior to request approval, execution, verification and/or completion
- Enable advanced PC Lifecycle Management actions within the Service Catalog
- Deliver requested software upon approval or as scheduled to the requestor



Collaboration and Communication Workflow:

Enhance operational visibility for improved customer productivity and satisfaction

FootPrints 11 helps you improve communication in the IT organization and with your end users. Now you can enrich your users' experience, enabling them to visually describe problems by pasting images directly from their clipboard into the Description field on a Service Incident and leveraging automation, you can streamline communications to stakeholders. More specifically, FootPrints now empowers you to:

- Support user and group profile management
- Leverage images for knowledge base, service catalog and overall service solutions for a greater visual and dynamic view
- Improve resolution time by providing technicians with a more accurate view into the user's technical problem
- Improve and enhance IT communications to management and the business allowing key individuals to monitor an issue's progress ensuring faster time to resolution
- Enhance operational visibility into repeated technical issues resulting in improved customer productivity and satisfaction
- Improve and enhance IT communications to management and the business by keeping all stakeholders in the loop and allowing multiple people the ability to monitor a ticket's progress without being directly assigned ownership