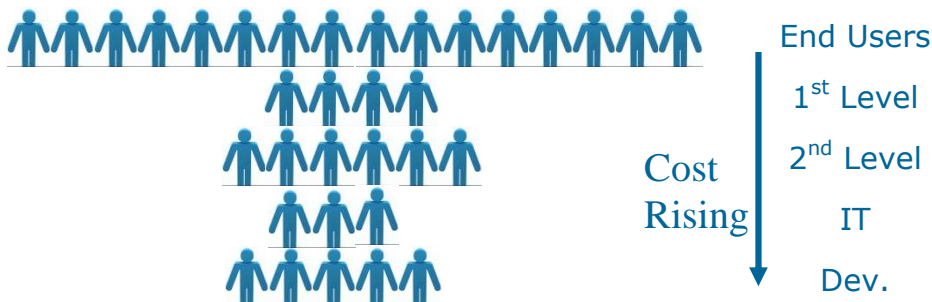


Softlib's iSolve

Deliver the Right Solution at First Try to Technology Users or Experts

The Challenge:

Resolving technology issues often requires escalations to and involvement of experts, which increases the cost per issue and lengthens the resolution cycle. Sometimes resolving issues take experts (From development, testing teams, etc) away from their other tasks, increasing cost of resolution further.



According to Forrester Research a typical Resolution cycle is split into Problem Detection, Solution Identification and Solution Implementation phases. The Solution Identification phase takes as much as 50% of the overall Incident Resolution cycle. This is due in large part to the vast amount of information sources experts need to go through for each problem detected in order to determine a potential solution.

iSolve by Softlib helps all departments involved in the resolution cycle perform the Solution Identification phase as much as 10x faster:

- End users use iSolve to gain Self Help on usage of applications
- Developers / IT use iSolve to accelerate solution identification and eliminate future escalations
- Help desk / technical support personnel use iSolve to increase first call resolution

By using iSolve your organization can save 30% of costs while improving service.

“In the tight economy of today it was imperative to invest in technology that will free up our team and provide immediate ROI” Mrs. Sharon Gietl, CIO, Doe Run

North America

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Our Solution:

iSolve delivers solutions to technical issues quickly and accurately, based on the following unique capabilities:

- Single point of access to all your technical information sources (Not moving information around)
- Built-in knowledge includes desktop applications FAQ, Vendor documentation and Internet Forums
- 'Virtual library organization' allows grouping of separate information sources under 'logical themes'
- Intelligent search designed specifically to find and display just the most relevant information
- Search results grouping under 'logical themes' for quicker information access
- Collaborative/Customization information can be easily 'attached' to any information and is searchable
- Seamless integrates with CRM, Bug tracking, Service Desk, content management applications etc
- Quick ROI and low cost of ownership, as no data is moved and no new processes are added

Key Benefits:

- Substantial cost savings:
 - Deflect **30%** of issues by providing Self Help to end users
 - Shorten resolution time across teams by up to **90%**
 - Reduce escalations by up to **50%**
- Improve service and shorten business interruptions
- Seamless integrations eliminate the learning curve
- Immediate ROI - Easy to implement and use, up and running in days
- Complements methodologies such as ITIL, ISO20000

Sample of our customers:



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