

>> KEY FACTS

What is Valuation Express?

- > *An extensible package of basic applications for IT Asset/IT Service Management*
- > *A proven collection of IT best practices that can be immediately applied*
- > *An easy-to-use application featuring pre-configured interfaces, data classifications and access rights*
- > *A user-friendly application featuring standardized, consistent interfaces and operation*
- > *A powerful way of organizing standardized, reliable systems data within a Configuration Management Database (CMDB)*
- > *Valuation Express is based on USU's award-winning, ITIL®-certified Valuation Suite.*

Valuation Express for IT Asset/IT Service Management

Valuation Express is a suite of applications for quick implementation of immediately deployable standard workflows based on ITIL® standards and recognized best-practice processes. With it, you'll enjoy full transparency over your entire IT inventory (hardware and software). At the same time, you'll increase the efficiency of your IT through the use of integrated, automated processes for service and support, and you'll be able to provide economical, customer-oriented IT services.

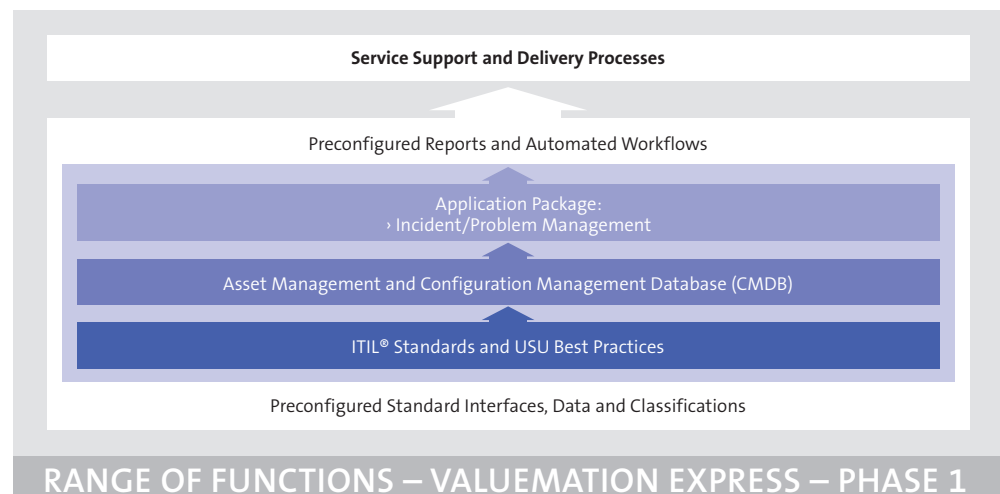
> **One platform does it all**

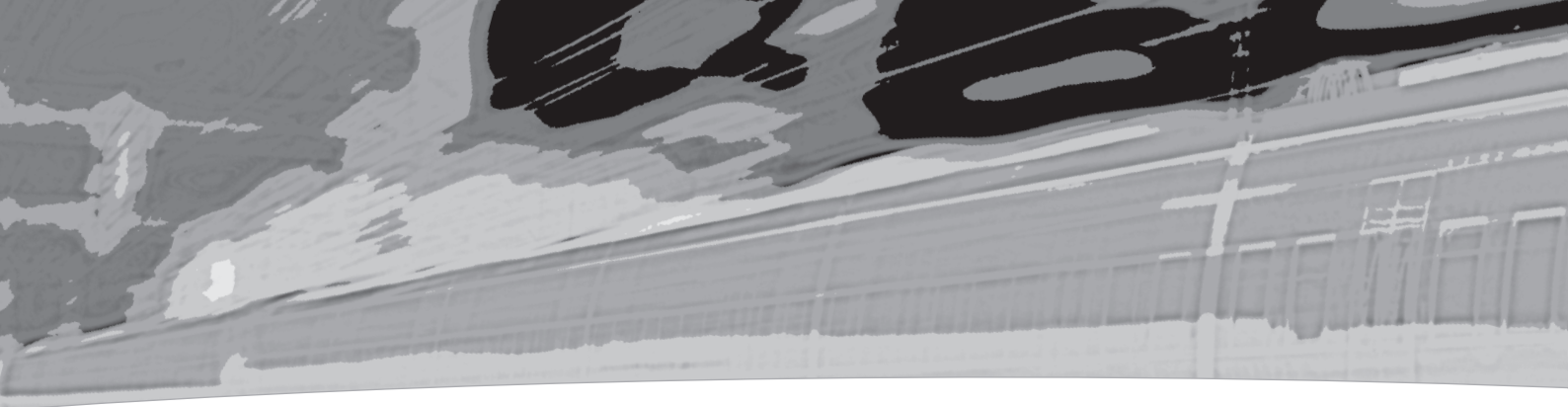
Valuation Express integrates core applications within the areas of IT Asset/Lifecycle Management as well as traditional Help Desk functions for Incident/Problem Management. With functions based on a Configuration Management Database (CMDB), you'll be able to more easily monitor and control your IT system with a standardized data

model and user interface. Valuation Express is based on our award-winning, ITIL®-certified Valuation Suite, so you'll be sure to profit from the advanced, fully developed technology in one of the leading products of its kind on today's market.

> **Get productive faster**

Valuation Express is ideally suited for SMEs and larger enterprises with less complex IT structures and for meeting needs that can be largely met by applying ITIL® standard processes. By concentrating on pre-defined, ITIL®-based standard processes and by keeping individual customizing to a minimum, with support from USU consultants you can implement this solution in just a few days. This means that you'll be productive faster. At the same time, you'll have significantly lower project costs and risks.





> **Performance without compromise**

Our application package already contains powerful pre-defined and documented processes based on the ITIL® standard. These processes are augmented by best practices derived from valuable experiences gained from our numerous successful IT projects. The standardized interface and operation extending across all applications ensure a high degree of user friendliness when working with Valuation Express.

> **Application Package: Range of Functions**

All Valuation Express applications use the integral Valuation CMDB, which already comes preconfigured right “out of the box”. The CMDB also contains classifications that can be optionally imported if needed as well as pre-defined processes, roles and reference users. In addition, templates (CSV structure) for data transfers are also available, as are standard interfaces to SAP LDAP inventory tools as well as to e-mail and telecommunications programs.

Valuation Express also offers a great variety of documented reports based on Crystal or Business Intelligence and Reporting Tools (BIRT). You can also prove the quality level of your IT service through the use of defined key figures as well as automate workflows and escalation routines. With this package, you’ll be ready to go in no time.

> **IT Asset Management**

This application allows to efficiently manage technical, business and organizational data covering your entire IT inventory. The CMDB provides full transparency over inventories and installations as well as configuration management of hard/software.

Your Benefits:

- Greater security in IT operations through full transparency over all IT components/services and their interrelationships/dependencies
- Improved risk assessment, allowing you to more easily avoid faults and prevent downtimes
- Full cost control data and detailed information allow you to significantly lower your IT procurement costs, free up resources for other uses and derive full benefits from your warranty and maintenance contracts.

> **Incident / Problem Management**

Incident/Problem Management supports your IT service desk by enabling you to quickly register, classify, prioritize, process, forward, track/trace and close out tickets. In this way, you can facilitate smooth, trouble-free IT operations and apply fast and efficient problem-solving processes – from initial reporting on down to the eventual solution.

Your Benefits:

- More efficient service processes through the use of ITIL®-based workflows and the greatest possible compliance with tested and proven standards
- Higher degree of IT service quality: Valuation Express can be seamlessly integrated into your IT service processes. In doing so, it will significantly increase the efficiency of your service-support and delivery processes.

> **Integrated knowledge for getting real solutions**

You may also want to consider an ideal extension to Valuation Express: optional integration of the USU KnowledgeCenter solution database into your system of Incident/Problem Management. In fact, you can launch the USU KnowledgeCenter



features from directly within the ticket handling process. All information relevant for researching a solution is automatically added to the search results. In this way, the KnowledgeCenter will find the shortest path to the solution. Its self-learning technology will automatically expand your knowledge resources. In fact, this makes it particularly suited for deployment in self-service environments.

Your Benefits:

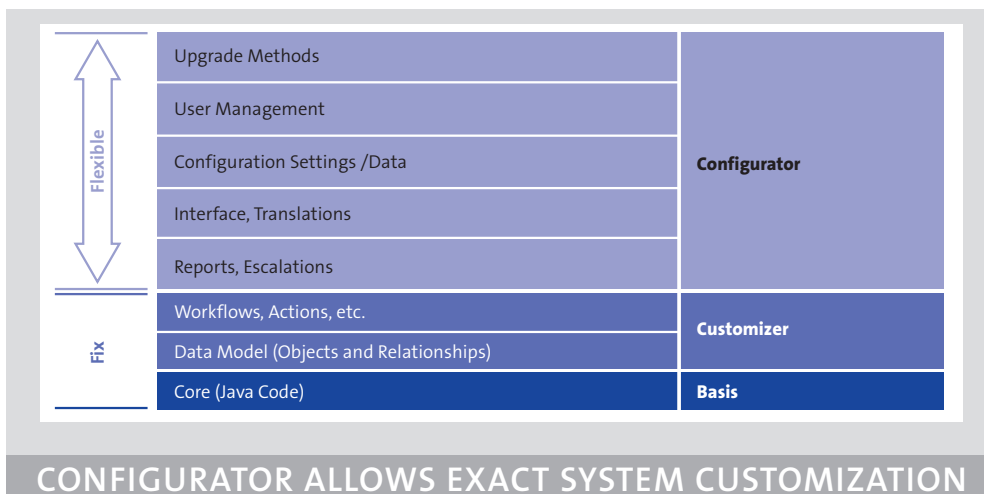
- 20-30% shorter call times and processing times
- Greater efficiency: first-call resolution rates increased to over 90%
- Access to quality-checked solutions proven to work in actual practice
- Easy operation and self-help functions for end users
- Demonstrably higher customer satisfaction

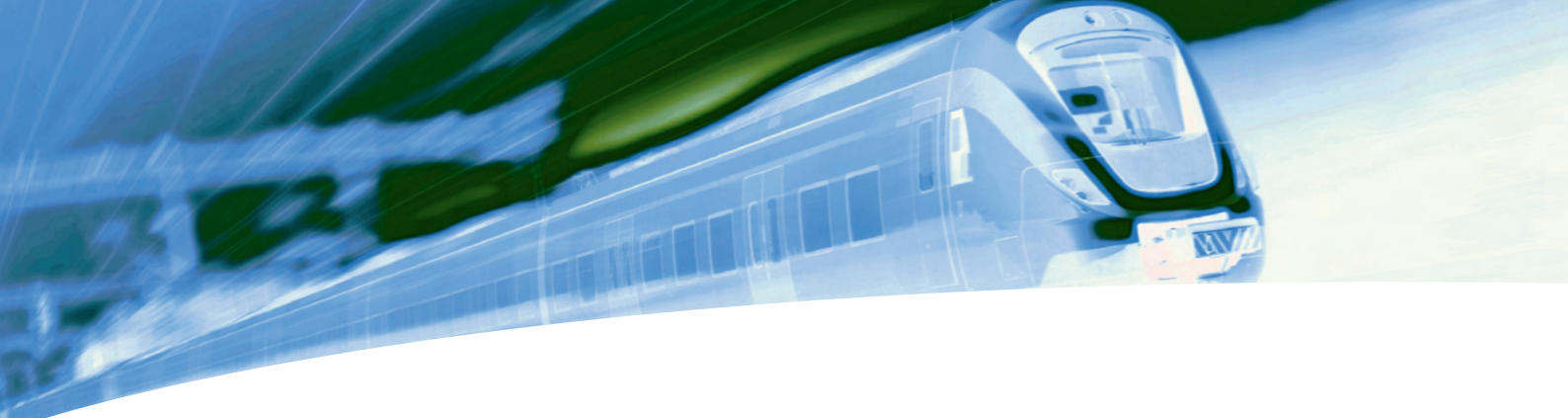
> Application Package: Range of Functions

We'll closely support you during the installation and configuration of your pre-configured Valuation Express base package. Well prepared checklists and documentation will ensure fast implementation and prompt transfer over into your hands. Right from the start, your project and administration team will receive a detailed introduction to the operation and system management of Valuation Express.

Best of all, Valuation Express can be deployed immediately due to the following powerful features:

- Preconfigured classifications, processes, roles and rights as well as reference users
- Optionally importable classification data
- Data transfer templates (CSV structure) that are ready to go
- Preconfigured interfaces





>> KEY BENEFITS

Valuemotion Express is a unique combination of software tool and comprehensive guide for implementing IT best practices. With Valuemotion Express, you'll also enjoy the following benefits:

- > *An economical, quickly implemented solution*
- > *Assured short project time frames, helping to minimize project risks*
- > *Helpful, informative reporting for your IT operations, right "out of the box"*
- > *Support for smooth, trouble-free IT operations*
- > *Lower costs through automated IT service processes*

Valuemotion Express offers you a fast, convenient way to get started in applying integrated, efficient IT service management. It features a flexible, modular software design that allows it to be extended at any time to meet growing needs.

- Predefined and documented processes based on ITIL® standards and proven USU best practices
- Documented reports and escalation routines

What's more, the Configurator lets you customize and adapt features on your own as needed.

Here are some common examples:

- Customization of views such as "Create Ticket"
- Customization of IT asset reports and e-mail content
- Customization of Valuemotion user catalogs

Your Benefits:

- Fast installation and phase in (quickly "going live")
- Reliable calculation of project risks
- 'Quick Wins' and rapid results that positively impact projects
- Rapid return on investment (ROI)

> Think big – start small, but move fast

Valuemotion Express offers you a fast, convenient way to get started in applying integrated, efficient IT service management. You'll be pleased to know that additional application packages for supporting procurement, contract and license management, service requests, change management/ service level management as well as IT planning, IT calculation and IT service cost allocation are now in preparation. These enhancements will greatly help you in future-proofing of your investment even further. Valuemotion Express is based on USU's award-winning, ITIL®-certified Valuemotion Suite. Valuemotion Express grows right along with the needs and requirements of its customers. It can be smoothly and easily augmented with additional application packages, now and later on. This means that your future needs and system expansions are already unlimited.

