

Enterprise Service Suite@Work™

Management Modules

INCIDENT
SERVICE
PROBLEM
CHANGE
RELEASE
CONFIGURATION
SERVICE LEVEL
APPROVAL
AVAILABILITY
KNOWLEDGE
SURVEY

Big business advantage.
Small business cost.

Take charge of your
business with us!

EMPOWER
YOUR ENTERPRISE



We Communicate

Reduce IT Costs

Optimize IT Alignment with other key enterprise operations

Eliminate "Data Islands" by integration of key IT processes

Strengthen enterprise communication



Visit us on the web at:

<http://www.BuoyantSolutions.net>



BUOYANT
SOLUTIONS, INC.

Big business advantage. Small business cost.

Incident Management

The objective of Incident Management is to restore normal operations as quickly as possible with the least possible impact on either the business or the user, at a cost-effective price.

Problem Management

The objective of Problem Management is to minimize the impact of problems on the organization.

Change Management

Coordinate and control all changes to IT services to minimize adverse impacts of those changes to business operations and the users of IT services.

ASSET MANAGEMENT

CMDB (Simplicity)

The design is fully data-driven, so that even the labels on the standard fields of the Configuration Item record can be varied by CI Class, for example using a single field to store Hostname for a computer-type item, and Room Name for a meeting room record, whilst for a third class the field might automatically be hidden.

The objective of a Configuration Management Database (CMDB) is to provide information on the IT infrastructure to all other processes and IT management. Enabling control of the infrastructure by monitoring and maintaining information on all the resources needed to deliver services.

Increase Business Profit

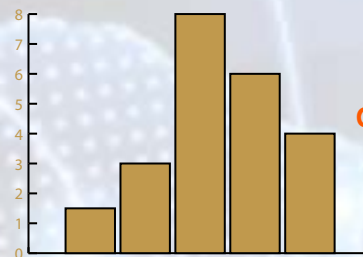
Automation and integration enabled by ESS allows you to operate more effectively and provide quicker responses to IT problems, saving time and resources.

Knowledge Management

Let ESS@Work help your organization realize the power of knowledge.



Corporate Success



Metric reporting and analysis on demand through our Xtreme Interface.

Business Reporting (BI)

ESS offers output reporting to a wide variety of reporting solutions.

- Crystal Reports
- On-the-fly reporting to Microsoft Office (Word & Excel)
- "standard" Remedy ARS reporting
- built-in metric reporting (html)
- External Metric reporting via Xtreme

Enterprise reporting via ARSReport Link (html)

- With ESS and ARSReport Link you can schedule delivery of important reports via email.



Improve Business Strategies

Today, more so than any other time in our history, we recognize that companies must act quickly to implement strategic technologies that offer significant benefit to the company both economically and organizationally.

If an application doesn't compliment the business and technical requirements of the processes developed by an organization, it becomes:

- 1) a burden,
- 2) wasted capital, and
- 3) a labor vampire if the organization tries to adapt itself to it.

Careful examination and discovery of how well an application functions and enhances productivity is critical to selection.

"So easy, even a caveman can use it" should be the ground rules for tool selection.

ESS@WORK "EASY"