



PowWow Mobile SmartUX™ for IT Service Management

Empower your employees with mobility



PowWow Mobile SmartUX for IT Service Management lets you empower your employees—to be more effective and productive and to deliver the customer experience your business needs. Choose off-the-shelf integrations with leading IT service management solutions. Or tap the full power of SmartUX to customize mobile access to ITSM or even transform your enterprise by mashing up multiple workflows and data sources into unified mobile apps that match the way people work.

Why mobility?

Today's on-the-go employees blend their business and personal lives to become more productive than ever. Smartphones not only provide anywhere, anytime access to the information and services they need, mobile apps offer an intuitive, guided experience that frees users from the data entry tasks that characterize desktop and browser interfaces.

Ready access to the information and services they need from the device they rely on empowers employees to do more. Providing the secure, modern user experience they have come to expect speeds time to productivity and boosts job satisfaction, hiring, and retention. It creates the engaged, empowered employees needed to deliver the customer experience your business strives for.

Put the service in service management

Vendor-provided mobile interfaces to corporate applications—and IT service management specifically—almost always fall short. Browser access via a mobile device simply replicates the desktop data entry paradigm on a device unsuited for data entry. And while front-end mobile apps provided by application vendors—whose focus tends to be the database and business logic—may put checks in boxes, most fail to enable the intuitive, guided experience that speeds time to productivity and increases employee engagement.

True mobile apps unlock the power of the mobile device by integrating location services, camera, voice calling, barcode scanning, biometric authentication, and speech-to-text. Geolocation services can auto-populate the location of a service request and depict it visually on a map. Users can snap a photo of a screen or use the barcode scanner to identify a device needing attention.



SmartUX for IT Service Management brings the power of mobility to service requestors, approvers, and fulfillers. And it lets you choose from three levels of functionality:

- ✓ Off-the-shelf integrations with popular ITSM solutions
- ✓ Customized access to your customized ITSM system
- ✓ Enterprise transformation via mashups and legacyapp modernization



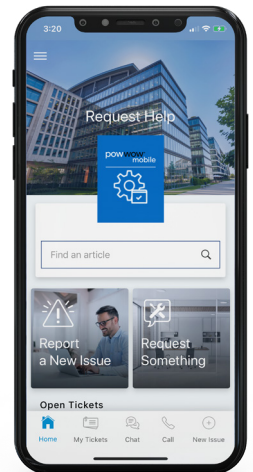
Get instant productivity via off-the-shelf integrations

Off-the-shelf integrations with leading ITSM solutions assure quick and easy implementation and instant time to productivity. They provide service requestors the mobile experience they expect on the platform of their choice. They make it easy for service approvers to view and act on requests. And they increase the productivity of service fulfillers via instant communication and access to complete information when they need it.

Make service requestors more powerful

To get value from your ITSM solution it's got to be easy to use—whenever and wherever the requestor happens to be. SmartUX provides the comfortable, guided experience users expect from leading mobile apps. They can:

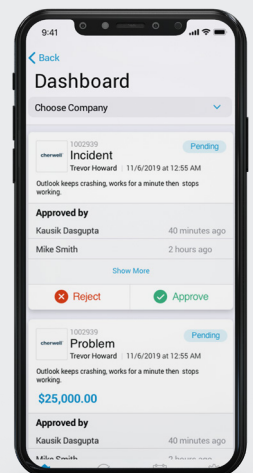
- ✓ Create new help requests
- ✓ Attach photos of issues and errors using their phone
- ✓ Include their location as part of the ticket
- ✓ Search a knowledgebase with voice commands
- ✓ Include references to knowledgebase material in tickets
- ✓ View and track submitted tickets and history
- ✓ Call IT help desk directly from within the app
- ✓ Open an IT help chat session
- ✓ Receive notifications when the status changes
- ✓ Reset passwords automatically with complete authentication



Make service approvers more efficient

Managers who must approve requests for new services or equipment are among the busiest people in your organization. Let's make their lives easier. With SmartUX request approvers can:

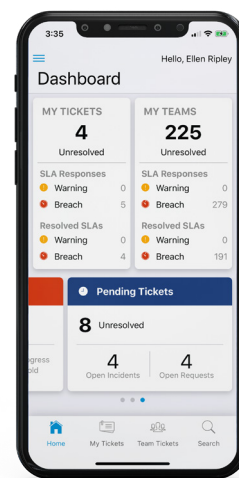
- ✓ Access the system anywhere, anytime
- ✓ Review outstanding requests within their department
- ✓ Approve requests on the go with the information they need
- ✓ Communicate with requestors and fulfillers via email, chat, or a voice call
- ✓ Assign "major incident" status to service outages and other incidents



Make service fulfillers more productive

Whether they're in the help desk or out providing deskside assistance, it's the action of service fulfillers that ultimately drives the perception of your services. Mobility enables them to respond faster, to do more, and to do it more effectively. SmartUX lets service fulfillers:

- ✓ Access a dashboard view of what they—and their whole team—are doing. See, annotate, and update the status of assigned tickets
- ✓ Voice search a knowledgebase to find similar incidents and recommended actions
- ✓ Track their time, so they and the organization can document how it's spent
- ✓ Communicate with requestors via phone or chat
- ✓ Receive instant notifications of new tickets, status changes, and major incidents



Customize SmartUX ITSM to match the way you work

Because your business is unique, you have probably customized your ITSM solution to provide the unique features and enable the unique workflows that make your business work. At the customization level, SmartUX for ITSM includes SmartUX Studio, our powerful design environment that makes it easy for you to customize SmartUX to match the needs of your organization and align with customizations you make to your ITSM solution. SmartUX Studio lets you visually construct beautiful and intelligent apps without writing a single line of code.

- ✓ Incorporate your branding themes, colors, and layouts
- ✓ Access any data in your ITSM system
- ✓ Add new screens and workflows
- ✓ Apply business logic to mobile functions
- ✓ Create custom modules that add functionality
- ✓ Interface with your enterprise mobility management (EMM) and authentication systems
- ✓ Create custom analytics
- ✓ Integrate peripherals and other devices

While even non-technical business teams can use SmartUX Studio's drag-and-drop pre-made components and app templates to create effective customizations, our professional services team is also available to deliver the turnkey solution you need.

Transform your enterprise

ITSM could be just the beginning of mobility for your enterprise. Your business runs on legacy applications—each with its own user interface, data stores, and business logic, each running on its own platform. SmartUX enables you to mobilize your workforce and empower them with sophisticated, intuitive, and simplified access to business functions spanning applications, systems, and data sources and running on the platform of their choice.

SmartUX can connect to any packaged, cloud-based, or custom-built system, workflow, or data source with or without APIs. You can create mashup apps. Managers who must approve service requests in your ITSM system, for example, usually also access HR systems to approve timecards, leave requests, and other employee actions. Put a single, unified mobile app in their hands that lets them do it all—easily, securely, and at scale.

Learn more

Don't stop halfway. You see mobility as the way to find new customers and build relationships.

It's also the way to empower your employees to do more for your business. Visit [\[url\]](#) to learn how to get started with PowWow Mobile SmartUX for ITSM.