

Management Solution



Vertical solution to manage EFT-POS multivendor hardware, completely ITIL compliant and developed from the Service Level Management point of view.

EPM Solution is the first application suite which is completely focused on EFT POS world, particularly on managing contracts, service, installation and post-sell services and life-circles of assets.

The solution is based on the industrial platform which is leader in the market, Computer Associates Unicenter Service Desk Service Plus and can be supplied also in ASP Application Service Provisioning modality, through Alfaproject.net's IT infrastructure and Data Centre.

• Object architecture: has to be considered a unique object-oriented application in the POS sector because it is able to work in complete autonomy and keep all past information recorded:

- Logical assets (logical device— Terminal ID)
- Physical assets (serial number)
- Contacts (sellers, technicians for installation and maintenance)
- Contracts (merchant, clients, technicians)

• Multivendor. This application is considered multivendor as it manages products and accessories of every POS producer.

• Web based. The product is web based because the resources can work in different places and it can be used wherever in the world.

• Contracts and services. The application manages multiple combinations, contracts, services, products and service levels for a complete and controlled flexibility of the commercial offer.

• Sale, rent and "pay per use". The application is developed for a dynamical management of assets' properties, rent and "pay per use" concepts included with an automatic management on fractions of time and this service also includes one only day of usage.

• Arranged for supply for third parties. The multi-level architecture of the system operators allows to supply services for third parties.

• Arranged for Multi Acquiring. Arranged for managing more than one software application and more than one logical applicative term id on the same hardware and on the same logical device.

• Administrative automation. Automated systems to manage events related to single stores.

• Field technicians. Manages the associations of determined field technicians (for installation and maintenance) to single services on geographical or contractual basis.

• Warning ed escalation. Manages escalation and automated warnings.

• Store levels. Manages the warehouse levels of the different peripheral structures and checks and the stock.

• Bidirectional SLA. Measures SLAs in two directions: towards clients and towards the technical structures of the field.

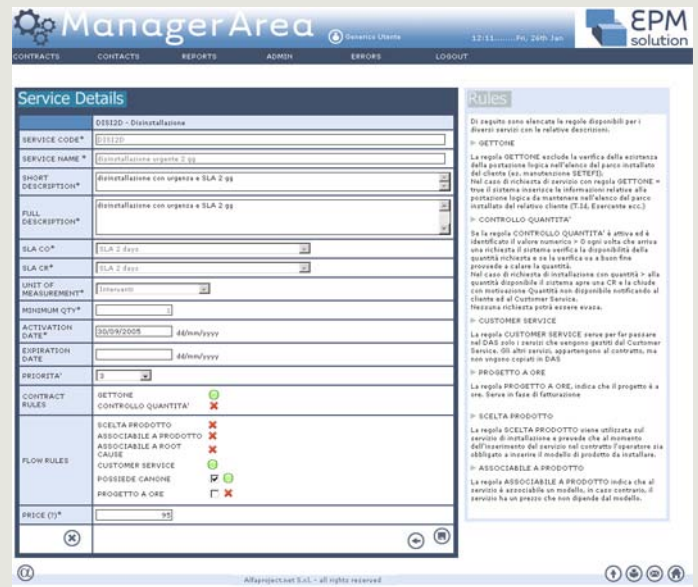
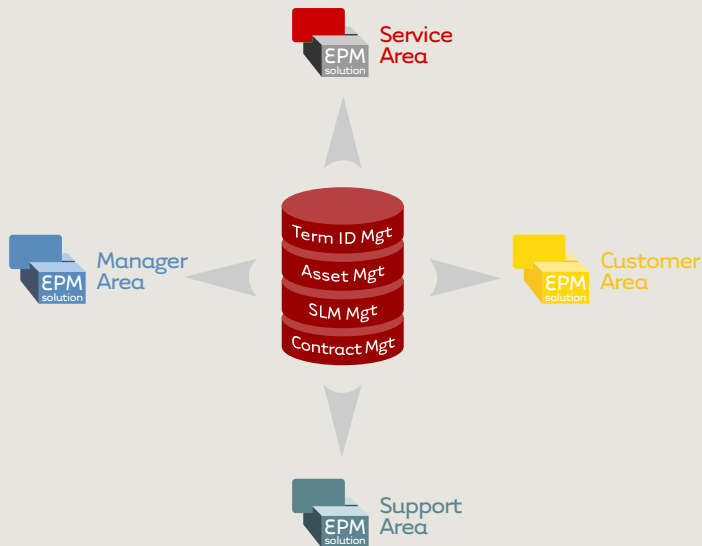
• Interfaces. The application is equipped with a web interface to communicate to field technicians and corporate clients (eg.: great distribution companies, oil companies, etc.).

• Automatical fluxes. It is arranged for acquiring new automated information flux, also the ones which come from third parties.

• Directional and operative reports. It is arranged to generate directional and operative reports (active hardware environment, peripheral warehouses, situation of service levels, number of requests per period).

• Not only POS: every corporate process can be managed through EPM solution. As a matter of fact, through the use of which differ from those developed for POS requests but which are present in the system, the front end allows the users to mark, classify, assign, also through automatic modalities, every request coming from outside or inside the organisation, so to determine in advance predefined workflows on the basis of objective criteria and automated system of warning and escalation to manage the level service. Surveys, commercial requests, complains, IT technical support, managing POS administrative issues, etc. are now activities which can be managed natively and with changes which do not require to alter the source code of the applications.

Modular Solution



Service Area

- Help Desk Support System
- Calls recording
- Trouble Ticketing management
- Calls classification
- History of the activities developed for the storekeeper
- History of the logical and physical asset
- Automatic call redirect (vendor, geographical area, term id)
- Storekeeper and term id data
- Visualisation of contract services with relative SLA
- Escalation management and SLA control system (service Type)
- Control and visualization of levels and availability of stores

Manager Area

- Clients managing
- Suppliers managing
- Catalogue of services and products with relative compatibility chart
- Gestione regole di erogazione e gestione dei servizi
- Products and services price list
- Application managing
- Creation and managing of contracts with pricing and supply conditions
- Planning and managing active and passive SLA
- Automatic assignment of services
- Administration area
- Users managing

Customer Area

- Dedicated to the clients when the services are supplied for third parties
- Visualization of the open activities
- Visualization of the solved and closed activities
- Details of the eventual noticed problems
- Profiled and protected web access

Support Area

- Dedicated to those third parties which collaborate in the service supply
- Visualisation of the requested activities
- Visualisation and alert regarding expiring/expired activities
- Possibility of activity planning
- Peripheric store management with new or to-be-repaired assets, etc.
- Automatic creation of the service report
- Solution of activities
- End of activities with info on the noticed problems
- Reporting of problems or impossibility to complete the assigned activities
- Profiled and protected web access

Technology Platform

- CA Unicenter Service Plus Service Desk
- DBMS MS Sql Server 2000
- Framework MS .Net



Features & Benefits

- Multivendor
- Ready for Pay per Use
- Contractual flexibility
- Determination flexibility Servizi e SLA
- Web based
- Ready to manage services for third parties
- Complete monitoring of Value Chain
- SLA punctual monitoring
- Possibility of Data warehousing