

Introducing InSite®

Cloud-based, ITILv3.1-certified/PINK-Verified IT Service Management Application for Salesforce's Force.com Platform

IT service desk teams are in the midst of a revolution with the rapid emergence of IT Service Management, also known as "ITSM". This best practices business trend continues to grow in importance as IT operations respond to CIO directives to:

- 1) Rationalize the quality of service they deliver to business units,
- 2) Make the cost basis of IT services transparent, and
- 3) Reduce service delivery costs.

What exactly is ITSM and why does it matter to IT operations and businesses in general? Simply put, ITSM provides integrated services that are process based with a focus on satisfying business requirements. In a nutshell, ITSM addresses the need to align the delivery of IT services closely with the needs of the business.

To address the new role of modern IT organizations making the transition to being service providers on behalf of its end customers, Bluehawk Networks is bringing a revolutionary ITSM product to market called InSite®. InSite, a cloud-based ITSM solution that runs as a native application on Salesforce's Force.com platform, has achieved ITILv3.1 certification and PINK-Verify status for several processes; complete process certification is forthcoming in future releases. With InSite, service desk operations can move well beyond reactive trouble ticketing to complete ITSM capabilities based on the most current ITILv3.1 best practices.

Who's Talking

"The service desk today functions as the front office of IT and orchestrator for many of the IT service management (ITSM) activities described in the ITIL best practice library. The process areas of incident and problem management, change management, configuration management, release management, and many more all need to be connected and orchestrated to benefit the service consumer." - **Forrester Research**



InSite Support for ITIL v3.1 Processes

- Availability Management
- Capacity Management
- Change Management ✓
- Event Management
- Financial Management (Service Costing)
- Incident Management ✓
- IT Service Continuity Management
- Knowledge Management
- Problem Management ✓
- Release & Deployment Management
- Request Fulfillment
- Service Asset & Configuration Management
- Service Catalog Management
- Service Level Management
- Service Portfolio Management

Benefits

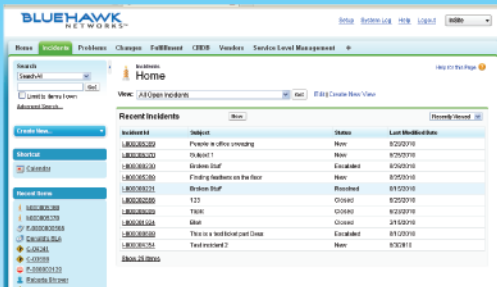
- Improve efficiency and quality of IT services
- Enhance customer satisfaction & service
- Accelerate adoption/integration of new business processes
- Lower asset expenses
- Improve compliance/governance
- Align IT with business objectives

salesforce.com
ISV Application Partner

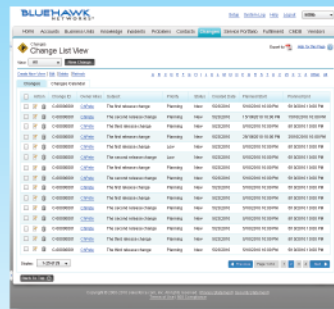
About InSite

Whether you run day-to-day service desk operations for corporate IT or as a managed service provider, the days of having to rely on costly and inflexible premise-based help desk applications are over. With InSite, you can automate and greatly simplify the delivery of ITILv3.1 best practices by leveraging Salesforce's powerful workflow and approval engine. In addition, InSite is fully equipped with Salesforce.com's highly popular Chatter collaboration application. Now, change management databases, incident reporting, problem management, service catalogs, fulfillment requests, service level agreements, service portfolio and more can be handled with ease. You can start your service desk team out with the standard InSite product and graduate to InSite Pro as they become more proficient with ITIL-based best practices. Lowering the TCO of your service desk operations while measurably enhancing end customer satisfaction is at the heart of InSite's value to your organization. And so is its ease of implementation.

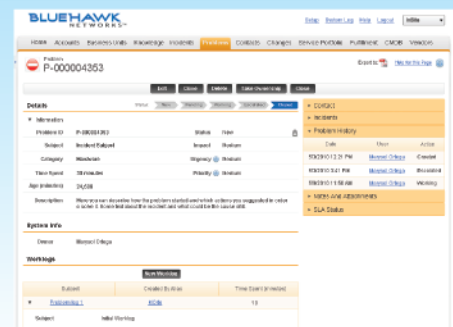
As a cloud-based application running on Force.com, InSite comes fully equipped with Survey Tools, Auto Discovery capabilities, Active Directory integration and Portal Management, and only requires a PC, a router and an Internet connection. Period. With InSite, you can start lowering your service desk OPEX dramatically by using fewer resources while improving customer satisfaction. Let Bluehawk show you how simple it is to start implementing ITIL and ITSM best practices today.



Incident Management: InSite helps restore normal operations quickly by carefully tracking problem-causing incidents.



Problem Management: InSite's ITIL-based problem management processes minimize the impact of incidents.



Change Management: InSite helps minimize the impact of change-related incidents on service quality to improve daily operations.