

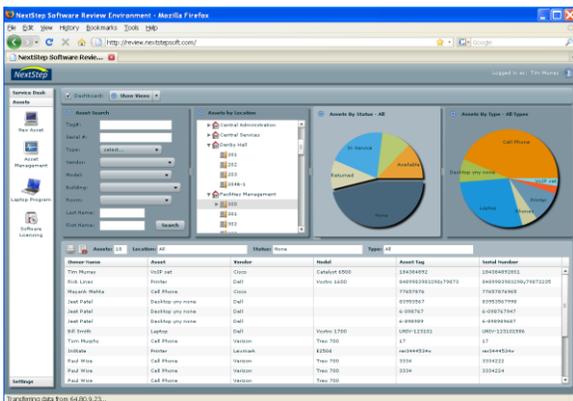


IT Management Software for Higher Education

Change is the one constant in providing high quality IT Service. Reacting to student, faculty, and staff needs is vital for building credibility and long term relationships. NextStep provides the comprehensive end-to-end workflow to enhance your processes and enable you to meet your strategic objectives. With NextStep, you, not the product, dictate how you run your business; the software works with you.

Workflow: Getting incidents to the right person is the crucial first step in quick resolution. NextStep provides end-to-end processes to manage incidents from multiple convenient entry sources through automatic or manual routing, escalation, customer communication, and final resolution.

- Support for incident recording via web self-service or email
- Provision requests for assets and services
- Assign and escalate based on the resources and talent pool available.
- Customer tracks the progress via web self-service



Incident Management: NextStep helps identify and leverage all the talents, skills, and expertise of your IT Service area. Highly configurable and easily adaptable to your existing processes, NextStep Incident Management supports the full communication process, from initiation through closure.

- Multiple Desk Support, each with their own unique rules
- Unlimited levels of user-defined incident types
- Tie custom forms to each incident type
- Manage progress and performance via interactive Dashboards
- Automatic routing to technician teams based on incident type
- Manage work queue assignments and tasks via drag-and-drop
- Incident escalation per pre-defined business rules

NextStep at a glance:

Higher Education is unique. Servicing students, faculty, and staff is your business. Knowing as much as possible about your customers is your most valuable resource. Designed exclusively for Higher Education, by Higher Education, NextStep is designed to help you organize, record, track, and develop a positive relationship with your customers.

NextStep On-Demand

Let's make this easy. Pay as you go. No upfront capital. No product installation or maintenance required. SaaS – full service hosting in secure environment. Ready to use when you are. We take care of the application; you take care of your customers.

NextStep Incident Management

Capture each and every event to improve your customer satisfaction rating and metric tracking for budget justification.

NextStep Asset Provisioning

Create and track an unlimited number of assets with full life-cycle management. Maintain an inventory of your IT Assets and deploy to your customers easily via integrated drag-and-drop process.

NextStep Workflow

View technician workload and incident queues to improve workflow. Web-based product lets you manage your queues from anywhere there is an internet connection.

NextStep Self-Service

Easily integrate our Flash self-service portlet into your own website.

Asset Lifecycle Management including Software License Tracking: NextStep supports comprehensive asset lifecycle management fully integrated (not a separate add-on module) with incident management to create, inventory, assign, manage, and monitor all IT related assets. Designed specifically for higher education, NextStep takes into consideration management needs such as student laptop management, walk-in support, and media services management expected by students and faculty reliant on technology. NextStep consolidates incident and asset management into a single view.

- Easily assign and move assets to owners including asset locations
- Track and audit owner event history of each asset
- Inventory, track, and assign software licenses, as needed
- Interactive dashboards provides graphical representation of asset assignments on campus
- Operates seamlessly with Incident Management to trend issues relative to any specific or type of assets

Knowledge Base: NextStep supports the development and building of a useful knowledge base from the information used to resolve prior incidents. In addition, internally created reference documents may be stored for common resolutions. And, integration with third party knowledge base tools such as RightAnswers is also supported. These capabilities provide for a comprehensive integrated knowledge base useful for resolving issues quickly in a consistent manner.

- Create your own knowledge base according to your own process and procedures
- Let the knowledge base grow based on real life prior resolutions
- Easy keyword search while working and solving an incident on the fly

Surveys: NextStep understands the importance of receiving customer service feedback. Therefore, easy to administer surveys is an integrated capability... not a separate module. The interactive dashboards provide constant feedback on your performance. The drill-down capability allows you to look deeper, even to the incident level, when the dashboard graphs point to areas needing attention.

- Customize your own survey questions
- Designed for flexibility – you define when you want surveys to be sent
- Easy for the customer - rate your service based on the popular 1-5 star scale
- The dashboards guide you to promptly and easily analyze any concerns

Student Laptop Management: Making students comfortable when arriving campus is essential. Receiving their pre-configured laptop with internet connectivity is a large piece of this customer service. NextStep's student laptop deployment and maintenance wizard helps assure this process is fast and simple.

- Load and maintain laptop inventory including loaners
- Asset bar code scanning for assignment and maintenance “swaps”
- Paperless - electronic contract signature capture and storage at time of receipt and drop-off
- Audit trail for each event



Asset Assignment - signature capture