Service*front* ™

TECHNOLOGY   **FACILITIES**   **TRAVEL**   **EVERYTHING**

Mission Support: One Site Fits All

For federal agencies, the only thing growing faster than mission requirements is the number of tools required to meet them. Finance. HR. Enterprise service desk. Software provisioning. Travel. Finding every tool you need to do your job requires a roadmap by itself.

Finding help for that tool requires a GPS device.

As requirements expand while budgets shrink, inefficiency in enterprise services requests wastes time and money and, most importantly, diverts attention from your mission.

Servicefront™, the enterprise request unification portal, puts all your agency's enterprise support and services in a simplified, customizable location. Its single sign-on architecture reduces the expanse of your support network, putting the end-user front and center in your IT enterprise, rather than wandering electronic halls for help. Its on-demand software provisioning capabilities and automation reduce time from request to completion, making your mission the focus of your enterprise once again.

Your agency is flush with tools. Isn't it time it finally had an organized toolbox?

More Mission. Less Frustration.

Servicefront allows your agency to spend money on what matters and reduces financial drag caused by siloed tools and help desks.

Servicefront's automation and self-service features create operational and cost efficiencies, ensuring employees' services provisioning needs and office management tools are delivered without wasting limited resources.

This online storefront approach increases employee awareness and productivity, and reduces the level of IT support needed with on-demand provisioning and request management.

Servicefront takes the guesswork out of service requests, driving down the expense of incorrectly routed tickets. Users can easily submit service, software and hardware requests, and check the status of requests in real time. Because change is constant in the federal government, Servicefront's design is modular, allowing for the easy addition or removal of services and systems, regardless of vendor or source.

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Mission Support: One Site Fits All

Servicefront integrates with legacy infrastructure systems and existing tools and does not require a major capital expenditure to deploy and maintain.

Start at the End (User)

Servicefront understands that all end users aren't engineers—and that engineers have better things to do than search for support and services.

Servicefront was designed expressly with the end-user in mind. Our architects followed a single, simple concept: a user's online experience should be as straightforward, consistent and streamlined as technology allows.

Servicefront and its component modules intuitively deliver a comprehensive range of capabilities not possible by using one single online service ticket tool.

> " *Servicefront puts enterprise support behind your mission, not in the way of it.*
>
> — *Chuck McGaugh*
> *Vice President, Program Management and Strategy*

Features

- Unified self-service interface for all services
- On-demand provisioning of applications
- Simple and user-friendly experience
- User-created favorites allow easy accessibility
- Single sign-on—no need to remember multiple user names and passwords
- Real-time order status and history
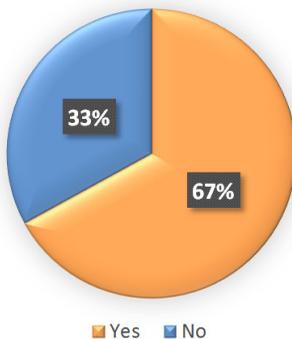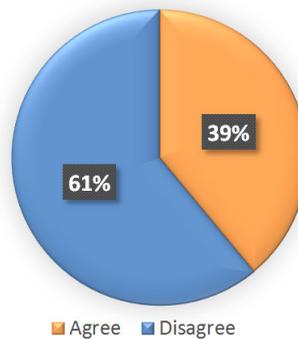- Customizable dashboard displays

Build Your Business Case

Employees use web self-service?

33%
67%

■ Yes ■ No

Source: Forrester Research, Inc.

Employees have appropriate technology to do their job?

39%
61%

■ Agree ■ Disagree

Source: Gartner, Inc.

Business leaders believe IT hinders business success

50% 50%

■ Agree ■ Disagree
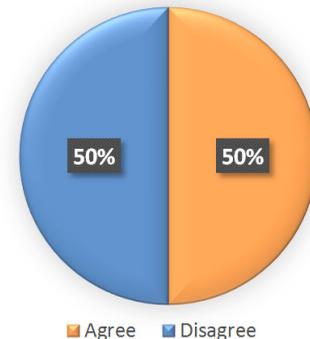
Source: Forrester Research, Inc.

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