

A Business Partner Solution for Cross Industry

Improving the Agility and Efficiency of Service Requests to Improve Customer Satisfaction

newScale

newScale RequestCenter



Solution Description

newScale RequestCenter provides IT organizations with a powerful Web-based application suite that enables an actionable service catalog that manages all requests through a single point of entry, streamlines service fulfillment processes, and optimizes service performance.

With over 1.7 million users in production, newScale RequestCenter is a clear market-leading solution for organizations that seek a 'one-stop shop' for service requests and a standardized request fulfillment process.

Features & Benefits

Some of the unique features in newScale RequestCenter that speed deployment and reduce TCO include:

- **Active Form Components:** For an actionable Service Catalog with streamlined request fulfillment, end users must be able to easily request services using an intuitive and interactive online form. With the new active form components feature, service designers can quickly create and update complex interactive form elements that can be re-used throughout the catalog without any programming required.
- **Service Policy Configurator:** Most Service Catalog solutions require development resources to implement business rules for who sees what service items in the catalog – and what types of questions they are asked in the online service request form. With the new service policy configurator feature, non-technical service owners can create conversational-style form behavior with a simple point-and-click interface. Complex business rules for role-based access can be quickly and easily deployed for improved governance and enables faster time to value.
- **Enterprise Form Data Mashups:** Pre-filling forms with data from external sources such as an HR system, finance system or CMDB is proven to improve usability and increase user adoption.

Value Proposition

newScale RequestCenter enables IT organizations to standardize services, manage service demand, automate service requests, streamline service delivery and optimize service quality. With out-of-the-box content for the full spectrum of end user and infrastructure services, IT operations can rapidly deploy an actionable Service Catalog.

Company Description

newScale, Inc. is the leader in IT Service Catalog and Service Portfolio Management software solutions. With more than 1.5 million users in production, newScale is the only proven and safe choice for Global 2000 organizations worldwide. Every 20 seconds another user depends on a newScale Service Catalog to request and fulfill services - more than all other competitors combined.

IBM Segment

- Cognos

Business Function

- Service Catalog Deployments

Target Industry

- Cross Industry

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