



Enhance Operational Efficiency While Reducing Support Costs

U.S. Department of Defense (DoD) and federal/civilian agencies are continually challenged to deliver more efficient support services across their enterprises, while improving customer satisfaction. Having automated service delivery processes in place is essential to delivering high-quality service and reducing support costs in demanding enterprises. In today's government, it is critical to have solutions that enable operational efficiency, risk management, agility, scalability, visibility and self-service solutions.

Kinetic Data's Multi-Tenant Suite

The Kinetic Multi-Tenant Suite, built on the BMC® Remedy Action Request System® (ARS), enables federal agencies to create and deliver high-quality services in a multi-tenant/customer-centric market through a low-risk, configuration-based approach. The suite consists of four modules: Kinetic Request (bundled with Kinetic Task), Kinetic Survey, Kinetic Calendar and Kinetic Schedule. These modular solutions are designed for federal agencies to automate service delivery across their enterprises. The suite enables agencies to deliver the best support possible while continually improving service and allowing for visibility into service delivery. Our modules enable automation of service delivery processes, providing tailored requests, views, surveys, tasks and workflows.

Value of Kinetic Request—Bundled with Kinetic Task

Kinetic Request manages service request and fulfillment processes, including presentation of business services to users, service request submission, request routing, request approvals, and service delivery. Kinetic Request is the easiest, most flexible tool available for creating and deploying multiple service catalogs across the federal agency landscape. Service requests are captured via intelligent, configurable, self-managed and scalable web-based forms.

Kinetic Request featuring Kinetic Task, our advanced workflow automation engine, offers complete workflow control and flexibility with its ability to easily configure an unlimited number of tasks and approvals.

Kinetic Request and Kinetic Task Enable Operational Efficiency:

- **Automation of service delivery tasks** across any back-end system for fulfillment in your current service delivery infrastructure. Replaces inefficient manual processes for cost savings and operational gains.
- **Configuration-based architecture**, utilizing a service-oriented (SOA) approach, means there is no custom programming required to roll out services.
- **Secure configuration** expands your existing platform without risk to the data structure or back-end process. Our products enable configurable security models at the individual, group or enterprise levels.

Why Kinetic Data's Multi-Tenant Suite?

- Creates and delivers streamlined services across a government environment via secure configuration.
- Provides visibility, self-service control and automation.

Benefits

- Improves service delivery;
- Reduces cost;
- Manages risk;
- Improves operational efficiency; and
- Improves customer satisfaction and retention.



Kinetic Request Self-Service Portal



Kinetic Task Workflow



- **Existing system integration and scalability** leverages your current Remedy platform whether it's out-of-the-box, customized or ITSM-centric. Our architected strategy enables rapid deployment without expensive upgrades.
- **Customer-centric self-service portals** improves the user experience by empowering the end-users and customers to easily submit requests and track their status.
- **Customer-oriented theming and branding** offers unlimited theming and branding options from portal to portal.

Value of Kinetic Survey

With Kinetic Survey, federal agencies can make automated enterprise feedback a top priority. It is a process-driven, web-based, customer-feedback-survey-management solution that makes it easy to create context-sensitive surveys that yield the most relevant and meaningful feedback.

Kinetic Survey Enables Enterprise Feedback:

- **Improved customer satisfaction** is achieved by providing relevant feedback specific to the service delivered.
- **Real-time intervention and service improvement** automatic triggers, based on real-time feedback, will launch immediate action if warranted.

Value of Kinetic Calendar

Kinetic Calendar allows federal agencies to easily create, manage, and view change request calendars, as well as calendars that automatically access time-based data for virtually any purpose.

Kinetic Calendar Enables Visibility:

- **On-call calendars** display shifts in assignments for an on-call group.
- **Self-service calendars** allow approved users to create and modify events directly from the interface.

Value of Kinetic Schedule

Kinetic Schedule allows federal agencies immediate viewing of their resource assignments. Each event or resource can be configured to link to an event record in any Web-enabled application to allow creation, editing, reallocation, or rescheduling of an event into one calendar.

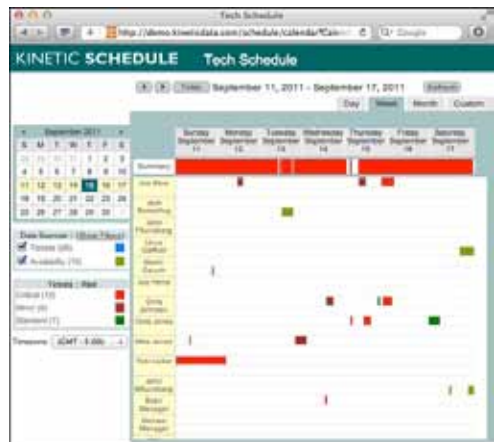
- **Scheduling change tasks** is made easy when a move to production requires resources from a number of teams to be available at the same time during a non-blackout period.
- **Scheduling a meeting room** is simplified, even when an office manager needs to find a meeting room for a specific capacity, with computers at each workstation, an overhead projector and a microphone.



Kinetic Survey End User View



Kinetic Calendar End User View



Kinetic Schedule End User View

Contact Kinetic Data to learn how Kinetic Data's Multi-Tenant Suite enables federal agencies to deliver more efficient support services across their enterprises.

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