



KINETIC
REQUEST



KINETIC
TASK



KINETIC
SURVEY



KINETIC
CALENDAR



KINETIC
SCHEDULE

Enhance Service Innovation While Retaining Operational Efficiency

The need to master the conflict between the pressure to innovate and the need for stable, economical and efficient operations has become the service providers' biggest challenge. Today's demanding business market requires service providers to face this requirement head on. Having service delivery processes and automation in place is essential to delivering exceptional service in a multi-tenant environment. By implementing a solution that enables operational efficiency, risk management, agility, scalability, visibility and self-service, service providers can evolve their business model to gain a competitive advantage.

Kinetic Data's Multi-Tenant Suite

Kinetic Multi-Tenant Suite enables service provider organizations to create and deliver differentiated services and products. It allows service providers to focus on multi-tenancy in a customer-centric market via configuration. The suite consists of four modules: Kinetic Request (bundled with Kinetic Task), Kinetic Survey, Kinetic Calendar, and Kinetic Schedule, which can be purchased separately or together. These modular solutions are built for all stages of the service life cycle to help integrate service delivery across the business environment. The suite enables service providers to quickly and easily respond to queries, manage staff, schedule meetings and events, request services, launch tasks, and survey clients.

Value of Kinetic Request—Bundled with Kinetic Task

Kinetic Request enables the service provider to improve service delivery, cut response time, reduce cost, increase service quality, and manage risk through automation and flexible configuration. Kinetic Request is the easiest, most flexible tool available for creating and deploying multiple service catalogs across the service provider 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** based on a defined workflow that ensures that the appropriate information is collected, the request is routed to the appropriate approver(s) and automatic notifications are triggered.
- **Configuration-based architecture**, utilizing a service-oriented (SOA) approach, means—there is no custom programming required to roll out services.
- **Customer-centric self-service portals** improves the user experience by empowering the end-users and customers to easily submit requests and track their status.

Why Kinetic Data Multi-Tenant Suite?

- Creates and delivers differentiated services across a multi-tenant environment via secure configuration.
- Provides visibility, self-service management and automation of your service delivery processes.

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



- **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.
- **Customer-oriented theming and branding** offers unlimited theming and branding options from portal to portal.

Value of Kinetic Survey

With Kinetic Survey, service providers 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 service providers to easily create, manage, and view change request calendars, as well as calendars that automatically access time-based data for virtually any purpose.

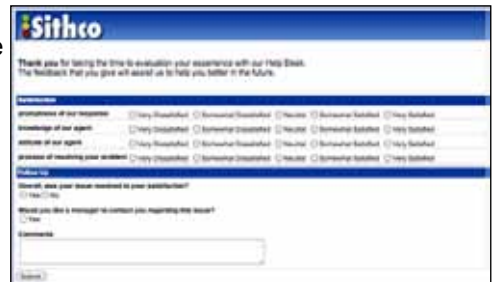
Kinetic Calendar Enables Visibility:

- **On-call calendars** display shifts in assignments for an on-call group.
- **Multi-tenant visibility** simplifies task management by the ability to view any type of online calendar, as well as to create and share actionable calendars with approved users.

Value of Kinetic Schedule

Kinetic Schedule allows service providers 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.

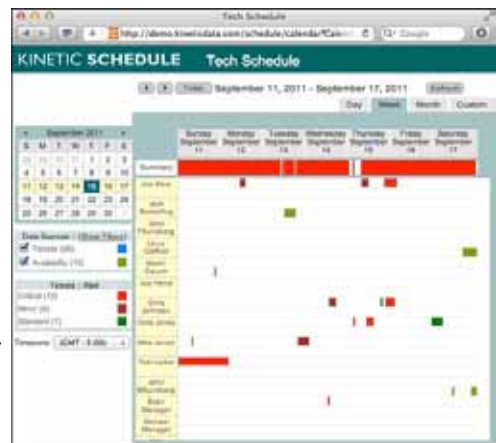
- **Scheduling change tasks** is made easy when a move to production requires resources from a number of teams to be available at the same time during a non-blackout period.
- **Scheduling a meeting room** is simplified, even when an office manager needs to find a meeting room for a specific capacity, 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 service providers to securely configure and deliver a unique level of experience to each client.

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