



**KINETIC
REQUEST**

Request management portals for your enterprise

Kinetic Request 5.0 is the most powerful and flexible enterprise-wide request management portal application available on the market today. With the addition of the advanced stand-alone automation engine, Kinetic Task, Kinetic Request now offers complete workflow control and flexibility with its ability to easily configure a limitless number of tasks and approvals to manage processes ranging from simple to the most complex.

Kinetic Task simplifies and brings task management to all areas of an organization including IT, HR, facilities management, and any other service delivery-oriented departments within large enterprise organizations. Kinetic Task empowers IT and non-IT users alike to control tasks and approvals for service delivery processes. With Kinetic Task, 5.0 can integrate with all major ITSM, ERP and hosted applications, including BMC, HP Service Manager, PeopleSoft, Salesforce.com and Service-now via customizable integrators.

Kinetic Request gives both IT and non-IT users full control over their request fulfillment process

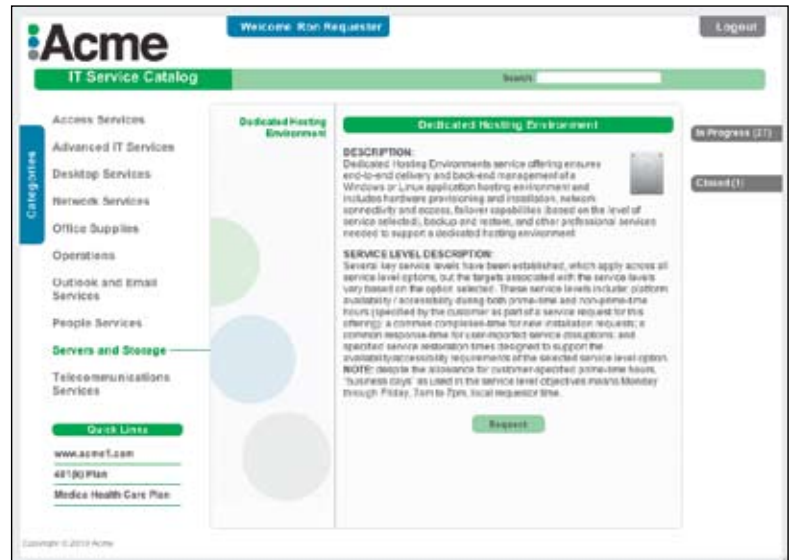
- Easy-to-use self-service portals reduce costs and increase customer satisfaction.
- Complete workflow control and flexibility.
- Easily configures and manages forms—without coding.
- Configures limitless approvals and other tasks for automated request fulfillment.
- Creates forms and portals that reflect corporate, division, or departmental branding standards, with easy-to-use editing tools.

Kinetic Request is the fastest and simplest way to build flexible request management portals

- Users can build forms without an IT development effort.
- Highly scalable.
- Kinetic Request Delivery Model, a proven implementation process, helps organizations quickly and efficiently build request management portals.
- Flexible deployment options achieve “quick wins” for high-demand requests, without having to define the entire service portfolio.



Now bundled with **KINETIC TASK 1.0**



Kinetic Request 5.0 NEW portal template example

KINETIC DATA

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Lowers cost of ownership and expands opportunities with familiar technology

- Utilizes the data already contained in your BMC Remedy environment, including people and group data, categorizations, and asset information.
- Uses the security models you already have in place.
- Enhances approval and task management to BMC Remedy and integrates with HP Service Manager and other third-party enterprise applications via Web Services, HTTP, and APIs.
- Supports end-to-end processes such as incident, problem, change, release and configuration management.

Kinetic Request is the most powerful enterprise-wide request management portal system for your enterprise

- Populates data in any BMC Remedy form or any integrated enterprise data repository.
- Uses any enterprise data for driving field values, lists, data validation and process flow.
- Configures forms with a limitless number of tasks and approvals.
- Easily clones elements, sections or entire forms to quickly create new request forms.

Kinetic Request 5.0 includes over 100 enhancements

- Improved task management user interface.
- Ability to display and review requests as completed by end user in the original format.
- Accelerated page display performance.
- A new look with updated portal templates.
- Improved power of client-side events to reduce design time and complexity.

- Cloning improvements:
 - Limitless number of dependent tasks.
 - Ability to clone data sets.
 - Improved cloning engine to reduce server stress.
 - Ability to clone client-side events when cloning existing elements.
- Additional CSS classes offer better styling hooks.

Supported environment

- Kinetic Request 5.0 is compatible with BMC Remedy version 6.03 and above.

With Kinetic Request 5.0, you will:

- Achieve operational efficiency and high performance levels by automating your workflow and streamlining your fulfillment and approval processes.
- Reduce costs with process automation and higher user satisfaction.
- Dramatically improve speed of request fulfillment.
- Create and deliver higher quality and differentiated services.
- Leverage your third-party application investments with Kinetic Request's ability to integrate with other applications.
- Lower risks through governance and flexible configuration.
- Simplify creation of actionable Web-based request management portals across your enterprise.

Contact Kinetic Data to learn how Kinetic Request 5.0 plus Kinetic Task 1.0 will dramatically improve your speed of request fulfillment and leverage your third-party enterprise application investments.

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