

myAcora



Enabling a modern day service desk experience

Leveraging good processes in the IT environment to manage and measure incidents, problems, changes and service levels is no longer just the province of large enterprises. As an organisation grows, the complexity of their IT department grows exponentially. 'He who shouts loudest' is no longer a viable approach to solving IT service issues from end users.

Increasingly, mid-market organisations are looking to adapt to using international standards, best practice frameworks and specialist toolsets to deliver efficient IT and gain competitive advantage but many are not able to commit valuable staff resources and investment in to tailoring or building an IT service management solution for themselves.

“ We have set up our system so that we can configure it to your needs – and we have the option to deploy it for your use. **”**

Paul Faulkner
COO, Acora

Reap all the benefits, without the investment

Recognising this, Acora has invested in and designed **myAcora** to offer to mid-market organisations so that they can leverage the benefits of Information Technology Service Management (ITSM) without making the investment.

myAcora gives IT departments access to an enterprise grade platform, built upon Gartner market leading ITSM platform ServiceNow, normally only afforded by large corporations.

The **myAcora** portal enables users to log tickets and service requests anytime, anywhere via any device - ultimately enhancing their service experience.

It also allows IT Managers to manage workflows and provide genuine real time reporting metrics to make business decisions.

myAcora – customer user features

- Self-serve portal to log Incidents, service requests, knowledge articles and track progress
- Web access to self-service portal via any device and on a 24/7 basis
- Export user defined data lists to excel, csv, pdf
- Pre-defined forms for standard service requests
- Option to either add customer logo or fully brand the portal using customer company theme

myAcora - customer manager features

- Monitor and update company – wide Incidents and service requests
- Add your business specific articles to knowledge base
- Manager web access via any device
- Access to reporting tools
- Submit, review and approve change requests



my**Acora+**

my**Acora+** includes all the standard features of my**Acora**. In addition you have the added advantage of being able to extend Acora's unlimited self-service experience and IT management portal to your own IT processes. Using Acora's ITIL service modules, you can seamlessly integrate your IT service with Acora's, including the automation of your custom tasks. Tasks can include events, incidents, problems, requested items and change requests.

Other key benefits and business outcomes include:

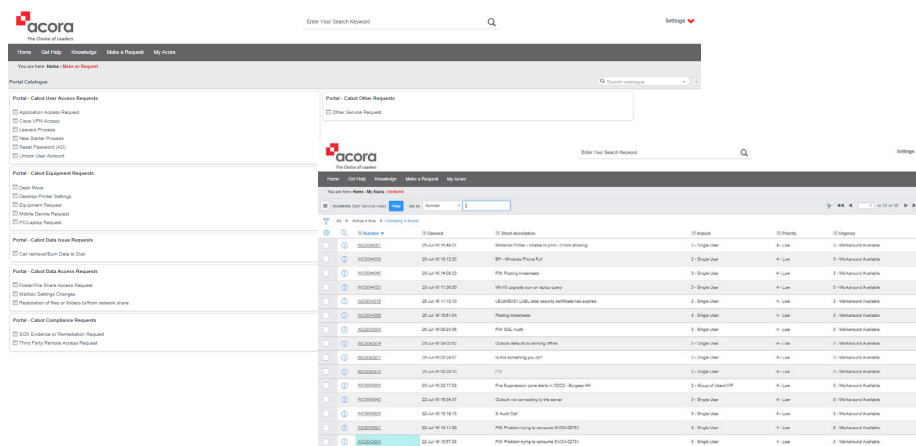
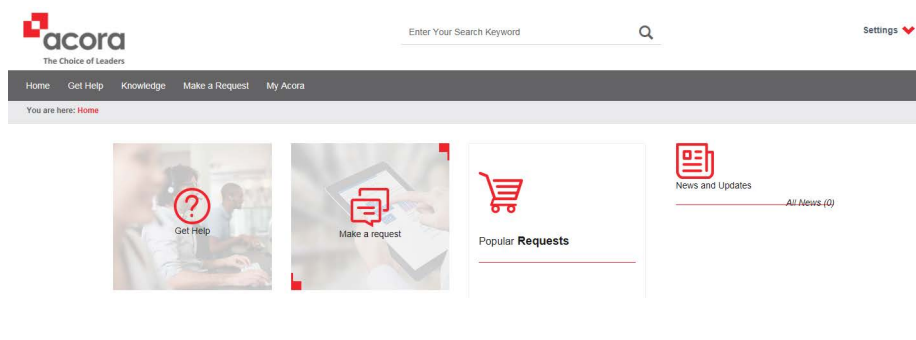
- improved end-user experience
- ability to build and automate standard service requests for repeat tasks
- a speedier and more consistent user experience through standard case logging
- ability to consolidate existing processes and systems for improved efficiencies
- governance – improved visibility of data supporting better decision making and planning
- audit and compliance 'ready' through standard and custom reporting
- customer branding and notifications for improved integration between IT and the business
- more knowledgeable end-user workforce through self-solving - accessing IT and non IT 'how to' guides

When we add our ITSM platform investment to the investment in the people, in our 24/7 shift management structure and our senior management team, combined with our ITIL based processes and continual service improvement plan – these things are moving Acora in to a position of delivering world class services to its customers.

IT super heroes

Happier end users...better management reporting...more integrated workflows... just some of the ways leveraging my**Acora** can help to enhance the reputation of IT within your business.

Paul Faulkner
COO, Acora



Feel free to get in touch. We're here to help.

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