



TECH ALLIANCE PROGRAM PARTNER FOCUS



RES + TOPdesk

Improve service delivery and drive efficiencies

TOPdesk provides ITIL-based service management software to organizations worldwide, helping businesses process requests, optimize services, improve service levels and reduce IT workload. Often, TOPdesk customers seek additional ways to deliver a superior digital workspace experience for users while driving IT efficiencies. Many have realized that by integrating TOPdesk with advanced automation solutions, they can get even more out of their existing investment and completely automate the delivery of user requests.

AUTOMATION OF MANUAL PROCESSES

When users request a service from IT, it can be a manual process that includes taking the helpdesk call, creating a ticket, multiple levels of email approvals, escalations to grant administrative privileges and email notifications. This is often called indirect fulfillment as someone is manually servicing the ticket.

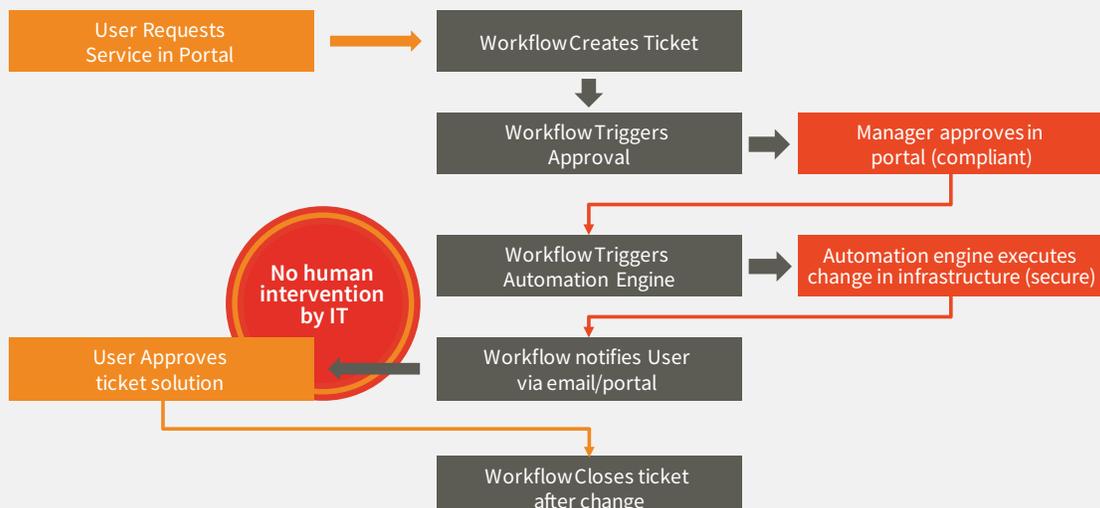
With RES, you can extend the TOPdesk capabilities to automate the entire user request process, so requests are directly fulfilled with a complete audit trail and no IT involvement. Users will be empowered to submit the request themselves directly from the RES ONE Service Store and the workflow engine takes over from there — ensuring all requests follow a pre-defined workflow process that is documented, secure and compliant.

BUSINESS VALUE CHECKLIST

Use RES solutions with TOPdesk to automate and simplify:

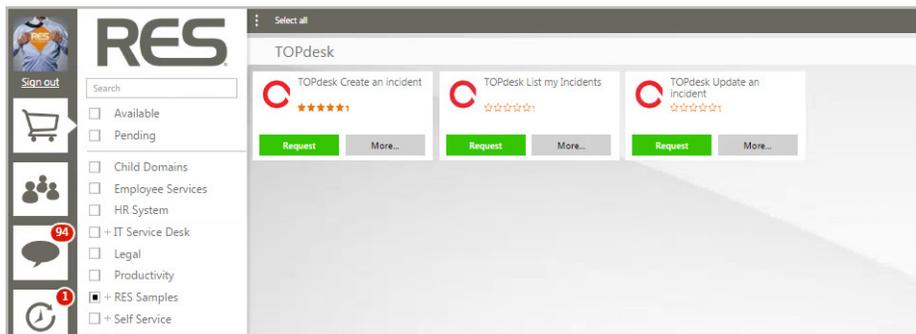
- ✓ Onboarding and offboarding
- ✓ Process management
- ✓ Password reset
- ✓ Software deployment

EXTEND THE TOPdesk CAPABILITIES TO AUTOMATE THE ENTIRE USER REQUEST PROCESS



RES READY INTEGRATION

RES provides a fully supported connector that integrates RES solutions with TOPdesk to automate manual processes around fulfilling user requests. Not only can RES help with user requests, but IT can automate daily activities with increased control and better security and compliance, laying the foundation for IT as a Service. With the RES and TOPdesk solution working together IT will save time and money through efficiencies — driving increased productivity and a better experience to users and the business.



THE RES + TOPdesk PARTNERSHIP

RES and TOPdesk partnered up in 2016 to help customers save time and money through efficiencies — driving increased productivity and a better experience to users and the business.

RES AND TOPdesk BRING BUSINESS VALUE

- **Faster Ticket Resolution times** — reduce the time it takes for a user request to be fulfilled and ensure SLAs are met every time consistently.
- **Cost Reduction** — cut helpdesk costs through workflow automation of request creation, approvals, infrastructure changes and notifications.
- **Increase innovation resources** — free up key IT resources by automating manual tasks and redirect them to more strategic or innovative projects.
- **Reduce Risk and delays** — standardize and implement automation to remove the chance of human error or delay caused by exhaustive manual tasks and processes.
- **Business Compliant processes** — guarantee automated processes are consistent and compliant with regulatory standards and directives.
- **Secure procedures (less admin rights needed)** — build security measures into the workflow and provide only the required credentials to complete the task.
- **Predictable service delivery** — take advantage of a repeatable service model that improves productivity and elevates user perception of IT.

MAXIMIZE YOUR INVESTMENT

RES offers many solutions that support and maximize the value of TOPdesk. Get maximized value from the RES ONE suite, or enterprises can leverage solutions independently:

<p>RES ONE™ Workspace</p>	<p>Streamline endpoint management with dynamic, automated workspace configurations personalized for each worker – all while reducing IT costs. Implementing best practices like desktop personalization, context aware policy management and workspace security, enables IT to support their complex virtual desktop and hybrid environments.</p>
<p>RES ONE™ Automation</p>	<p>Utilize the powerful automation functionality to make it possible for users to open, close and update tickets in the TOPdesk Incident Management system. Administrators can easily view all logged activity from within the TOPdesk ticket and automatically trigger run books and other services directly from the TOPdesk portal.</p>
<p>RES ONE™ Service Store</p>	<p>Extend TOPdesk service delivery by empowering the workforce through self-service and automated delivery of apps and services to each person’s secure digital workspace. Provide your workforce with a single access point and first-level remediation of common IT issues alongside physical, virtual, mobile and cloud services available to the business.</p>

ABOUT RES

RES, the leader in digital workspace technology, helps organizations achieve better business results with reduced risks in security and compliance — while making enterprise technology easier and less disruptive for the worker to access. RES takes a people-centric approach to making technology access secure, even in complex multi-device/multi-location scenarios. RES boasts numerous patented technologies, fast time to value, and superior customer support for more than 3,000 companies around the world. RES was named a “Cool Vendor 2015” by Gartner, Inc., for the innovative capabilities of its RES ONE Service Store. For more information, visit www.res.com or follow updates on Twitter @ressoftware.