

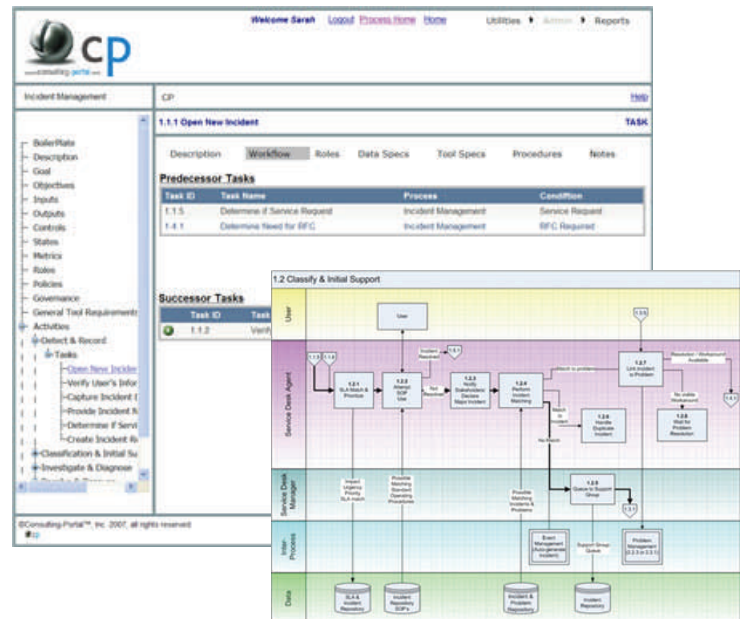
Accelerate Process Design

Introducing eProcess

eProcess is a Software as a Service (SaaS) offering which combines a library of CP-developed ITSM Process templates with a powerful solution for tailoring and managing the processes to meet your unique requirements.

SaaS means that there are no hardware, software or maintenance costs. This subscription-based service can be rapidly deployed, with new features rolled out to all customers as part of the eProcess subscription.

eProcess is perfect for the “do-it-yourself” ITSM practitioner. This cost-effective solution will accelerate your process design projects by providing comprehensive, field-tested process templates with clear prescriptive techniques to build and implement robust processes.



	FEATURES
DATA COLLECTION REPOSITORY	<ul style="list-style-type: none"> ⇒ Support for multiple organizations & departments ⇒ Data-driven Process modeler ⇒ Uses pre-defined ITSM Process templates
REPORTING & EXPORTING	<ul style="list-style-type: none"> ⇒ Automatically generate MS Word Process docs ⇒ Produce comprehensive reports ⇒ Export reports to a variety of standard formats
PROCESS MANAGEMENT	<ul style="list-style-type: none"> ⇒ Includes ITIL v2, v3 and non-ITIL Processes ⇒ Role-based security streamlines Process management ⇒ Publish the final Process for easy access by staff

The Benefits of eProcess

- ⇒ Accelerates process design through “field-tested” templates
- ⇒ Enforces design and documentation standards across all processes
- ⇒ Automatically creates comprehensive process documentation
- ⇒ Captures and logs all changes to the process for audit purposes
- ⇒ Provides a central repository for all process documents
- ⇒ Enables do-it-yourself Process Design