

## Why choose **Cireson** over Microsoft 'out of the box' self-service?

The Cireson Self-Service Portal - Community for end users is a complete replacement of the Microsoft Self-Service Portal for Service Manager. Empower your end users to perform everyday self-service tasks by providing an easy to use, personalized experience when reporting incidents, searching the knowledge base, and requesting services from the service catalog.

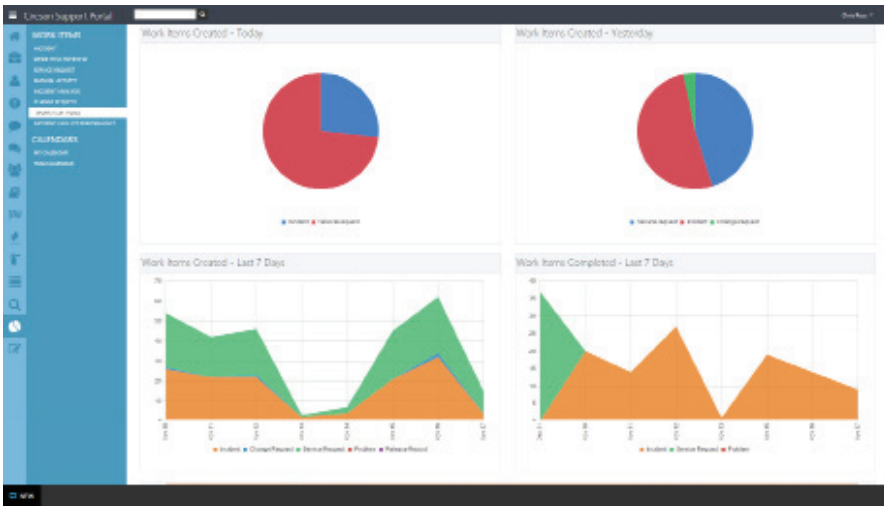
Features	Cireson Self-Service	Microsoft Self-Service
<b>USER EXPERIENCE</b>		
One Click to Request Offering Form	✓	✓
Full-Content Search On Knowledge Base	✓	
Multi-Faceted Search of Offerings and Articles	✓	✓
Advanced Announcements for End Users	✓	
Integrated Knowledge Management	✓	✓
Work Item Dashboards	✓	
<b>TECHNICAL</b>		
Caching for Optimized Performance	✓	✓
Device Agnostic HTML 5 Architecture	✓	✓
Work with Native Request Offerings	✓	✓
Multi-Language Support	✓	✓
Personalized User Views	✓	✓
Team Centric Views	✓	
<b>SECURITY</b>		
Role-Based Security for Service Catalogs	✓	✓
Knowledge Manager Dashboard	✓	

Features	Cireson Self-Service	Microsoft Self-Service
<b>CUSTOMIZATIONS</b>		
Built in Tools to Customize Portal Themes	✓	
Multiple Service Catalog Layout Options	✓	
Easily Customize Forms and Tasks	✓	
Future-Proof Portal Customizations	✓	
<b>EXTENSIBILITY (ADDITIONAL PAID APPS)</b>		
Dynamic Request Offering Forms	✓	
Integrated Analyst Experience	✓	
Integration with Asset Management	✓	
Automated and Integrated Surveys	✓	
My Calendar App for Your Work Schedule	✓	
Advanced Search	✓	
Publish Custom Views and Searches	✓	
Dashboard Designer	✓	

Extend the strength and power of your Self-Service Portal – Community with these productivity-boosting apps for your IT team.

## Rich and Insightful KPI Analytics & Dashboards

Intelligent, dynamic, dashboards for business process domain areas provide insightful analytics to IT Managers including how a Service Management Team is performing, helping to identify hot spots and data trends. Easily create your own dashboards with data from anywhere – Service Manager, System Center or SQL data source.

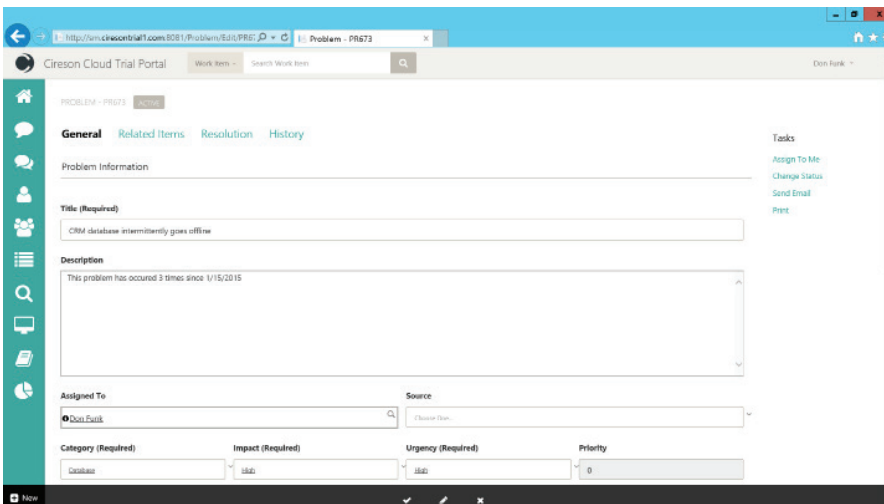


*“Everything in the Portal saves time for our users. It is very simple to work with, and every item is easy to find.”*

Jean-Sébastien Huot  
Infrastructure and Technical  
Support Team Leader at  
Addenda Capital

## Analyst Portal

The Cireson Portal includes not only self-service features, but also enables analysts to easily manage day-to-day activities on any browser, device, or OS through one single powerful portal. Built on cutting edge HTML 5, the Portal boasts fast, adaptive, and highly functional capabilities. Items such as incidents, service requests, change requests, CMDB and reporting are all easily and quickly accessed and managed – with or without a desktop in sight.



*“The Cireson Portal was one of the best things to happen to our Service Manager implementation.”*

Nick Velich Client Services  
Engineer at Loyola  
University Maryland