

Born to transform your Microsoft Service Manager experience, the Service Management Stream combines the blazing-fast Cireson Portal for End Users and Analysts alike. All designed for you in the hyper-connected world we live in across any browser, device, or OS.

The Cireson Portal web experience is strengthened through a number of truly game changing apps that empower users to work in their native environment while boosting productivity. Favorites include Outlook Console, Skype for Business Integration, and additional apps like Advanced Request Offering, Dashboard, and My Calendars, among others. All provide flexible ways to get to the information you need anytime, anywhere. This is Microsoft Service Manager - empowered.

THE APPS INCLUDED:



SELF-SERVICE PORTAL - COMMUNITY



OUTLOOK CONSOLE



CIRESON ANALYTICS



MY CALENDARS



SMA CONNECTOR



ANALYST PORTAL



LIFECYCLE MANAGEMENT



SKYPE FOR BUSINESS INTEGRATION



SURVEY APP



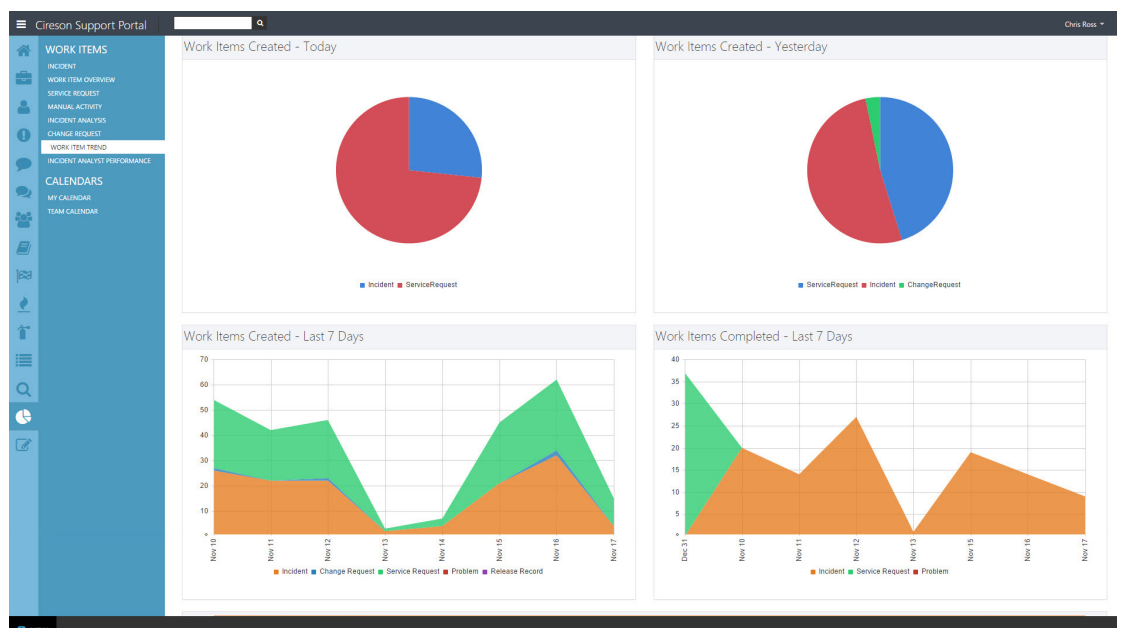
PROJECT SERVER CONNECTOR



ADVANCED REQUEST OFFERING

THE CIRESON DASHBOARD APP

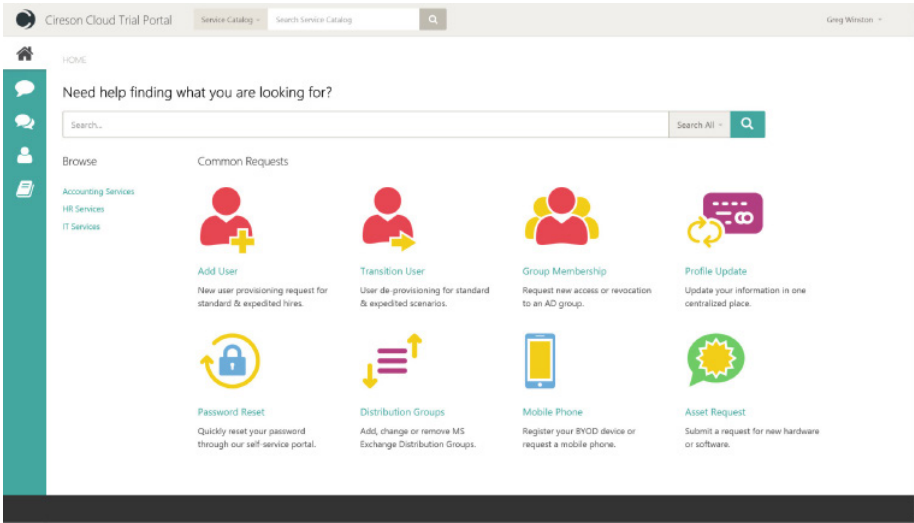
Puts powerful data at your fingertips and provides insight into how a service management team is performing.





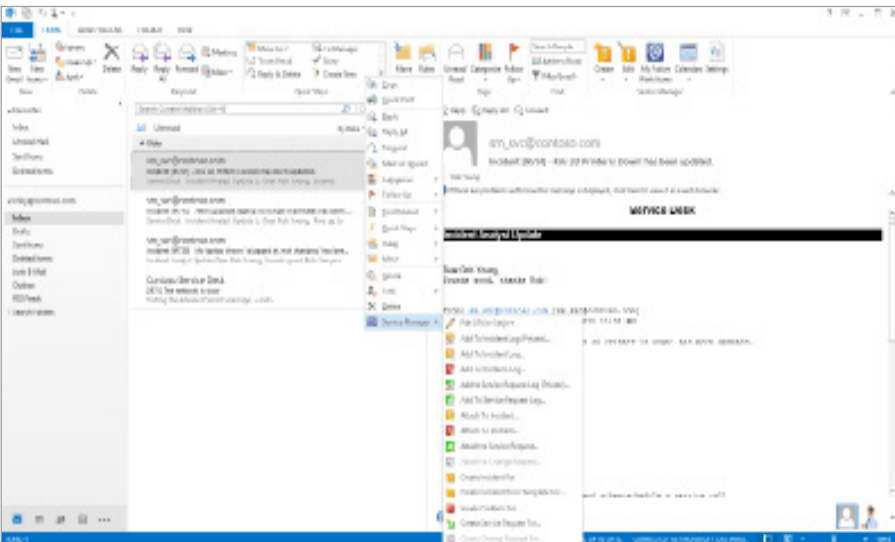
ANALYST & SELF-SERVICE PORTAL

The Cireson Portal for analysts integrates seamlessly with Service Manager to allow management of day-to-day activities on any browser, device, or OS. Built on cutting edge HTML 5, the Portal boasts fast, responsive, and highly functional capabilities. For end-users in the Self-Service Portal, this experience translates to a single, intuitive storefront to request any IT or business service, including a searchable knowledge base and much more.



OUTLOOK CONSOLE

Cireson Outlook Console app brings the Service Manager experience into Microsoft Outlook, allowing for seamless management of day-to-day activities. It provides the ability to create, view, edit, and complete various incidents, changes, problems, activities, and service requests with greater ease than ever before.



“KAS BANK’s IT department noticed that the number of direct incident requests, and the workload on the overall department decreased by 30% after we implemented the Self-Service Portal.”
Geeske Dierdorp KAS Bank

“Cireson’s Service Management Stream made System Center a viable product for our company.”
Jaymz Yates, Westdale

“The portal is very analyst-friendly, and allows us to complete tasks easier and faster.”
Son Duong, Roll Global

“We don’t know what we would do without the Group Assign app.”
Ronald Fanning, OSF Healthcare

“By using a more intuitive interface to respond to service requests, we can process requests more quickly, saving time, and enabling better productivity. With the Service Management Stream, it’s simply easier for us to complete our work.”
Jason Martin, JNBS

“Cireson service management apps improved the method by which we notify affected users and analysts. Now the process is easy to manage and maintain.”
Charles Burton, IT Director at Calcasieu Parish Police Jury



Learn more at cireson.com/products/