

AbitMORE SCM Helpdesk Highlights

- [<Services>](#) |
- [<CMN/ZMF Helpdesk>](#)

Operate a ChangeMan ZMF Helpdesk

- Implement and operate a ChangeMan ZMF helpdesk (including training).
- By certified SCM experts who are easily accessible and always available, and equipped with a (limited use) license of [AbitMORE SCM Reporting](#) and [AbitMORE SCM Commander](#).
- By phone, eMail or ticketing system during business hours (from your location or remotely).
- Targeted to all levels (new, experienced, occasional, ...) of ChangeMan ZMF users.
- Compliant to predefined SLAs.
- ITIL-based registration of all helpdesk calls with periodic reporting of all calls.
- Apply emergency customizations (work arounds) for ChangeMan ZMF issues.

Watch duty services

- 24h/day, 7d/week on-call availability.
- Compliant to predefined SLAs.
- Reporting of all watch duty calls.
- Management escalation where needed.

Routine ChangeMan ZMF maintenance

- ChangeMan ZMF administration.
- ChangeMan ZMF application boarding.
- ChangeMan ZMF housekeeping.
- ChangeMan ZMF performance enhancements.
- ChangeMan ZMF space management.
- ChangeMan ZMF tuning of resource consumption.
- Suggest enhancements for ChangeMan ZMF customisations to reduce the number of helpdesk calls and/or watch duty interventions.

ChangeMan ZMF fixes and enhancements

- Create and maintain ChangeMan ZMF user documentation.
- QA testing of new ChangeMan ZMF customisations.
- Develop and implement ChangeMan ZMF enhancement requests.
- Participate in ChangeMan ZMF related DRP-testing.

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