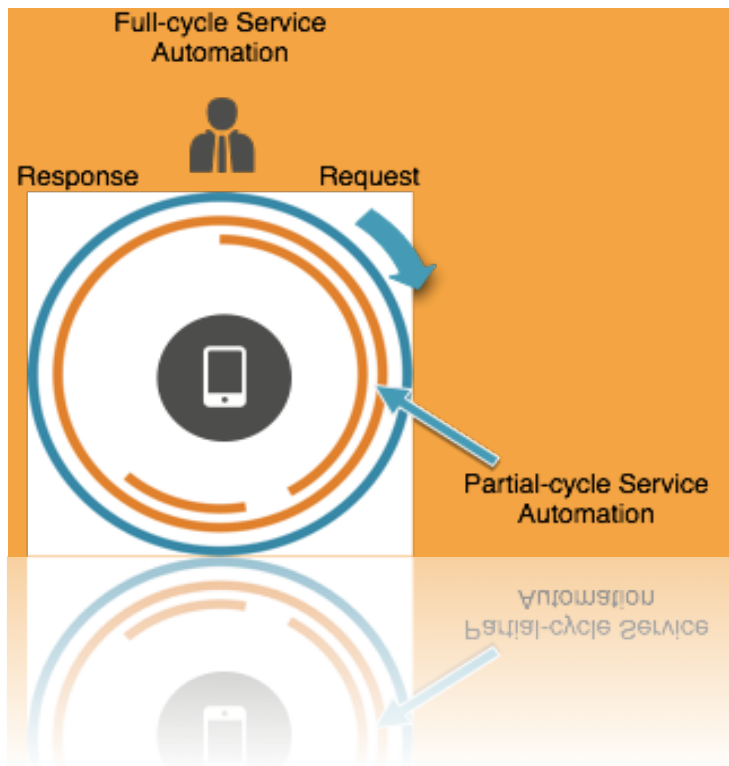# Value Proposition for Service Automation

by automating your business setup

Customer Support Download Materials 2014

Good Sign® Service Lifecycle

Full-cycle Service Automation

Response — Request

Partial-cycle Service Automation

Good Sign® automates full lifecycle enterprise services from request to delivery response – beyond any BPM suite – through advanced service component assembly, IT system and business application integration and overarching orchestration capabilities.

...or you can effectively automate just parts of the processes while still orchestrating the lifecycle and workload of both internal and external teams and data.

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Good Sign® Service Configuration
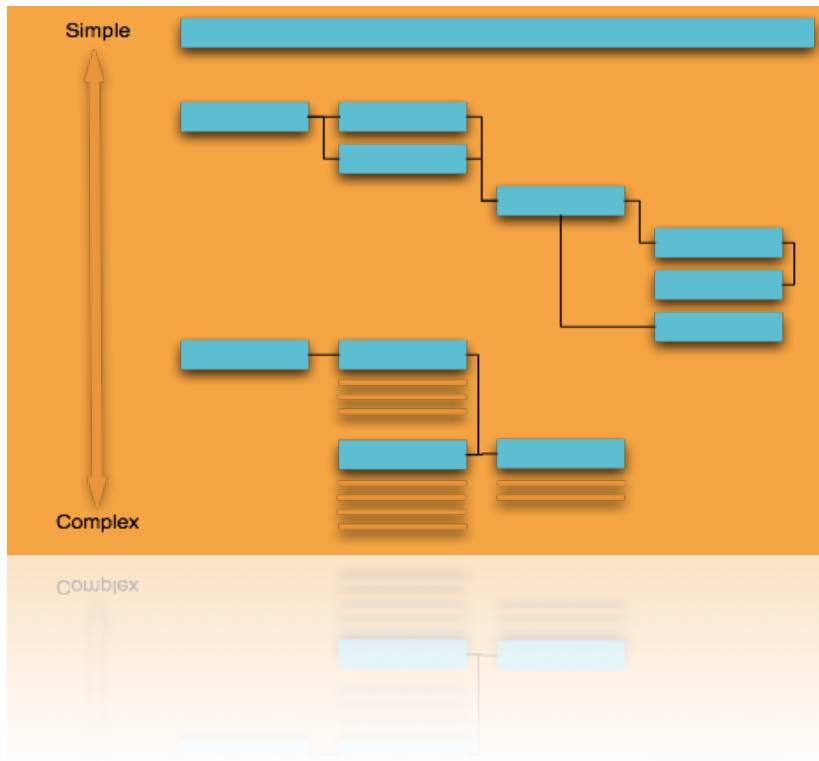
Good Sign® can manage the level of complexity your organization is ready for, from technical automation of repetitive tasks to business automation of end-to-end service value streams with multiple systems, data, decisions, functional groups and outsourced service providers.
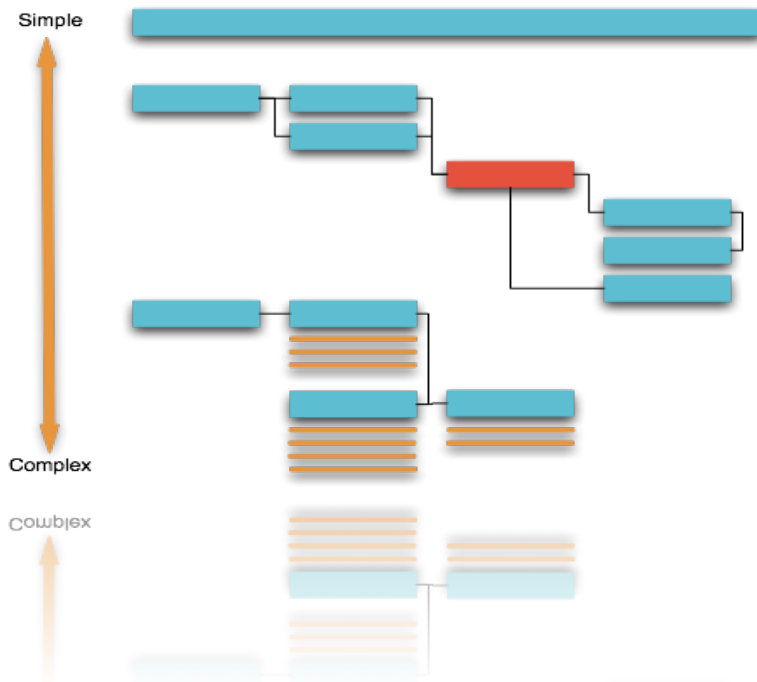
Good Sign® Service Configuration

Multi-tiered and configurable service tasks *easily accommodate* variations driven by different end users, customer organizations, customer specific systems, specifications, suppliers, service quality, service level, time, price, and many other conditions.

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Good Sign® Service Orchestration

Good Sign® orchestration not only enables management of complete business processes with variable decisions, tasks and configurations, but also protects service quality with failure management.

Failure management identifies any service activity not completed and enables the rollback of entire sets of parallel and consecutive service transactions. Issues from incorrect information to failed interfaces can be corrected and the service process reinitiated.
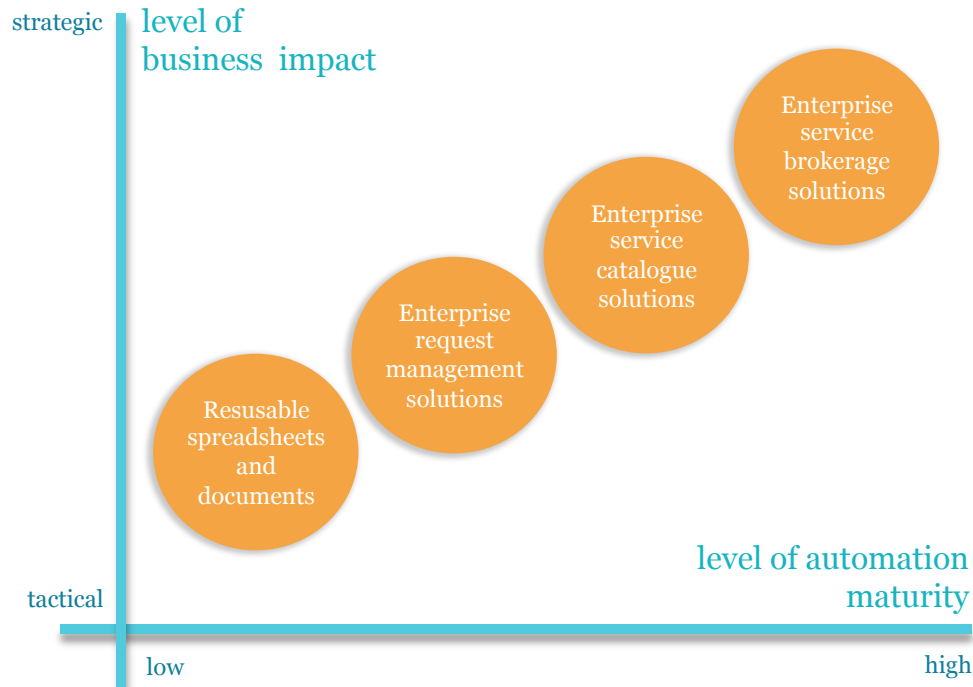
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Good Sign® Service Orchestration

You can benefit from the full and true orchestration - instead of having to keep an eye on failures in an event based system integration.

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Good Sign® Service Brokerage

strategic

level of
business impact

Enterprise service brokerage solutions

Enterprise service catalogue solutions

Enterprise request management solutions

Resusable spreadsheets and documents

level of automation maturity

tactical

low

high

Most service catalog systems are designed with one enterprise in mind. Good Sign® is designed for engagement with your business network across the service value chain.

Your customer contracts, service operations, supplier contracts and business partner relations are dynamically mapped. Any and all service configurations can be automated across service providers, internal organizations and customers.
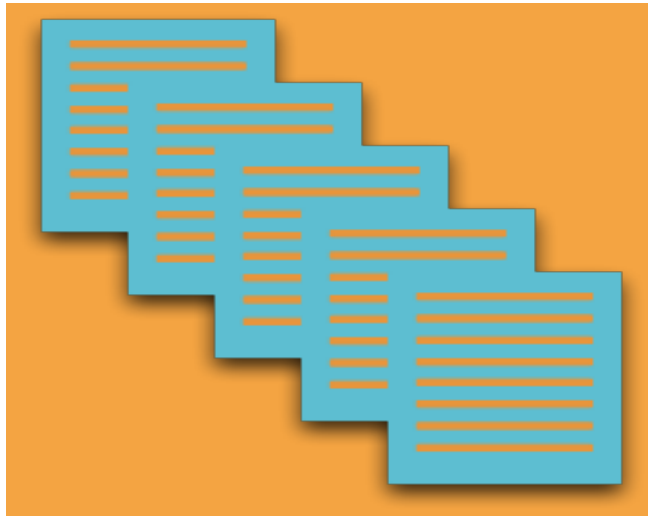
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Good Sign® Service Brokerage

The compiled enterprise service information brings visibility to service statuses, service levels and service transactions – *like never before.*

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Good Sign® Service Lifetime

Good Sign® understands the dynamic nature of information over time. Incremental historical information is available to your service desk or self-service functions, even though your service production systems keep only current service information.

Changes in end user content, costs, prices, and even different supplier information are not forgotten.

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Good Sign® Service Lifetime

The timeline doesn't just reach backward in time. You can set information to change at any specified date in the future or dependent upon the completion of certain related transactions.

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Good Sign®
Value Proposition

Automating your business setup?
Here are the *top 5 benefits* for You:

1
Realize the full scope of service lifecycles

2
Control the timeline from past to future

3
Automate repetition and configurable variation

4
Automate workflows and orchestrate systems and responses

5
Automate internally and across your business network

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Thank You for Your Interest!

- Looking for efficiency and effectiveness through automation?

- Intent on capitalizing on efficiency and effectiveness by combining true financial management with your automation?

- Let's move towards automating your business setup *now*.

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Let's talk

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