

WhiteStone Quick Start Pack

WhiteStone Quick Start Pack (WQSP) provides a modern solution for incident management, problem management, and true service level management. WQSP is design to help small and medium business run their support infrastructure with the most price competitive and functionally-rich application. Like WhiteStone Service Desk (WSD), which is aimed at enterprise corporations, WQSP is a 100% browser-based application with benefits of having high usability and speed, while minimizing deployment and maintenance costs. Hence, the system costs little to operate and minimizes the total cost of ownership for small- and medium-sized businesses (SMBs).

SMBs are faced with the challenge of managing rapidly evolving technologies and platforms in a cost effective and efficient manner. The IT organizations are experiencing greater demand on their resources, knowledge, and skills. Organizations are faced with collecting the data and translating it into meaningful information. Also, process management is becoming an ever-increasing focal point in small and medium businesses.

With WQSP, SMBs can address these challenges. WQSP helps to reduce cost by process automation and improved quality of service. With WQSP, service desk organizations can operate effectively as a business, providing agreed level of service to its customers, and focusing scarce resources where they are most needed.

WQSP is a specially designed package targeting the SMB market and includes a 5 concurrent user license for problem management, knowledge management and service level management. This package also includes IBM DB2 Express and IBM WebSphere Express. The modules/functionality that come with WQSP are as follows:

Problem Management

This module handles events that will or can result in a service interruption, such as:

- Issues reported by callers
- Request for service and change
- Known Errors
- Ability to classify and track incidents and problems throughout their life-cycle
- Ability to maintain history of the problem or/and incident
- Ability to diagnose and resolve incidents and problems

Knowledge Management

The diagnostic and knowledge management capabilities are enhanced by these features:

- Scrolling Marquee to provide timely information to service desk agents
- Frequently Asked Questions (FAQ)
- Known Errors
- Free Text Search

Service Level Management (SLA)

The Service Level Management module provides the ability to track performance against pre-defined, hierarchical service levels. Service levels are set against statuses that are part of a problem/incident life-cycle. These SLA agreements are used as the primary entry point into the data held in the database to track the current status of the SLA against the incident/problem. Service levels can be managed at an aggregate level, for example, service levels can be tracked by business units. An escalation mechanism is used to inform relevant parties that a breach is likely to occur. Based on this alert relevant action can be taken to prevent the breach from taking place.

WQSP runs on heterogeneous platforms such as Windows NT, Windows XP, Windows 2000, Linux, AIX, Solaris, OS/400 or HP_UX. It supports SQL, Oracle, and DB2 database.

Out-of-the-box, WQSP supports best practices as defined by ITIL yet it is flexible enough to support your specific process requirements. It is a 100% web browser-based application and is built on first-class, open standard technology that allows you with ease of interfacing to other systems. WQSP's architecture provides a high level of usability and speed whilst minimizing deployment and maintenance costs. This low cost with abundant functional package is ideal to conduct service desk operations and gives you a good path to upgrade to full consolidated service desk suite when the need arises.

