

- Provisioning
- Governance
- Catalog**
- Password



Turn your service catalog into an online store.

Unify business and IT service catalog operations.

Manual Costs

Does your service catalog empower business users? Does it allow them to easily request services through a familiar and intuitive interface?

Anytime, anywhere, and on any device request management through a self-service portal makes fulfillment easier.

A self-service catalog reduces help desk call volume to add business value.

A business service catalog lets employees; partners, consultants and even customers request services and perform work in the most timely and secure way possible.

Why not have both?

“ To support larger, more complex environment, a company needs to transform its internal support services into true shared services organizations that can be leveraged effectively on a global basis.

[Gartner Research Case Study, Transition To Shared Services Using Service Catalog To Communicate Value Of IT](#)

Service Catalog Requests with Access Governance

For many enterprises, the traditional IT service catalog no longer serves their operational needs. The IT service catalog of the past, describing services, fulfillment, expected delivery time and eligibility, more often than not adds delays and human error to business processes. By unifying business and IT service requests, business strategies can align to meet corporate goals. Through self-service request management and workflow automation, services, access and asset provisioning occurs in a rapidly efficient manner. And as a result, costs and risks are reduced.

Provide visibility into service catalog request management for informed decision-making through an online store. An online store presents service catalog descriptions using a familiar shopping cart model. It improves productivity and eliminates errors. By adding workflow approval, an online store accelerates responsiveness while enforcing corporate policies and information security. Avatier's Service Catalog and Workflow Manager remove manual processes and automatically escalate stalled requests. Service Catalog and Workflow Manager remove IT professionals from routine and time-consuming business operations. They remove risks and lower costs. From account access to phones, email and information security, service catalog requests, approvals and fulfillment are now a strategic advantage.



IT Service Catalog with Enterprise Risk Management

Request management as easy as shopping online.

With Service Catalog business users can request and receive the assets, access and services they need through a self-service portal. It makes request management easy like shopping online. Service Catalog automates the most common user account, business services and IT service catalog provisioning tasks. It streamlines business operations while lowering risks. Service Catalog reduces help desk burden while accelerating business operations.

Service Catalog provisions, de-provisions and performs compliance management operations as well through built-in audit controls. Upon terminating a user account, Service Catalog automatically disables access management across all enterprise systems. In addition, it prevents facility access to safeguard against IT and security breaches.



Features

Online Store.

Manage all business services and IT service catalog requests through an online store. Service Catalog integrates fully with Avatier's identity governance and administration software suite. It delivers request management, asset management, assignment management, and access management through self-service and workflow automation.



Automated Workflow.

Streamline operations and eliminate delays in user account management. Use data from authoritative sources for access management validation and workflow automation. Service Catalog puts accountability in the hands of trusted business users rather than IT and help desk staff.



Asset Budgeting.

Makes operations more efficient. Offer business users a self-service portal for business and IT service request management. Service Catalog provides holistic visibility into user accounts, budgets and approving managers. Service Catalog provides asset budgeting through compliance management and IT audit controls.



Approval Workflow Management

Deliver business process assurance with accountability.

Workflow Manager makes request management approvals seamless. By offering an anytime on any device user experience, Workflow Manager lets you approve requests regardless of the complexity and number of approvers. After submitting a service catalog, access management and access governance request, Workflow Manager instantly notifies the approval chain.

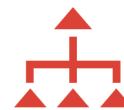
Workflow Manager automatically routes and escalates approval requests. It gives you the ability to use HR and authoritative source data to automate workflow. It makes receiving and assigning request approvals seamless and compliant. When corporate policies, compliance regulations, and governance conditions are unmet, Workflow Manager automatically re-routes and reassigns the request.



Features

Touch Governance.

Assign primary, secondary and escalation approvers with a touch. Makes approvals of business and IT service requests efficient, compliant and secure. Unify business and IT service requests at your fingertips. Workflow Manager lets you quickly act on service request wherever you are.



Dynamic Workflow.

Proactively engage with business and IT service requests. Simplify request management operations. Let managers and auditors take action knowing security, cost controls and reporting are automated as part of the workflow approval processes. Workflow Manager unifies approval processes using a dynamic workflow engine.



Authoritative Sources.

Use data from Active Directory and LDAP to automate and route service catalog, access management and access governance requests. Configure directories, databases; help desk and ticketing systems to automate workflows with authoritative source data. Add new systems and cloud subscriptions without interruption.

Innovative Identity Management Delivered

Avatier is defining the future by enabling business line managers to take control of the identity lifecycle and reduce risks through patented IT storefront technology with the industry's first integrated risk management engine. We automate and unify enterprise operations by standardizing business processes with an IT store. Our identity management-enabled service catalog creates a single system of record for access, asset and service requests providing full IT Audit transparency. Our easily extensible identity management system adapts to business changes through configuration rather than programming, which lowers operational costs and supports corporate governance. Avatier solutions dramatically decrease time to value and maximize operational efficiency.