

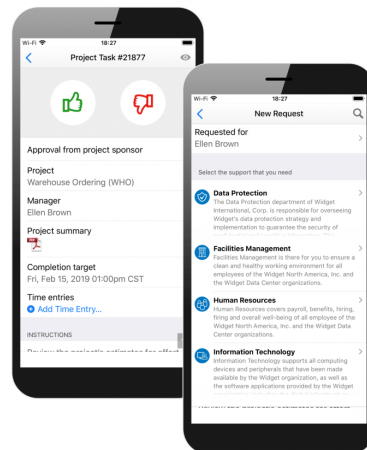


At its core, 4me is an IT Service Management (ITSM) application. The ITSM functionality that 4me provides is used by enterprises, government agencies and managed service providers (MSPs) to improve the efficiency and quality of their ITIL practices. This functionality is tightly integrated and covers the following capabilities:

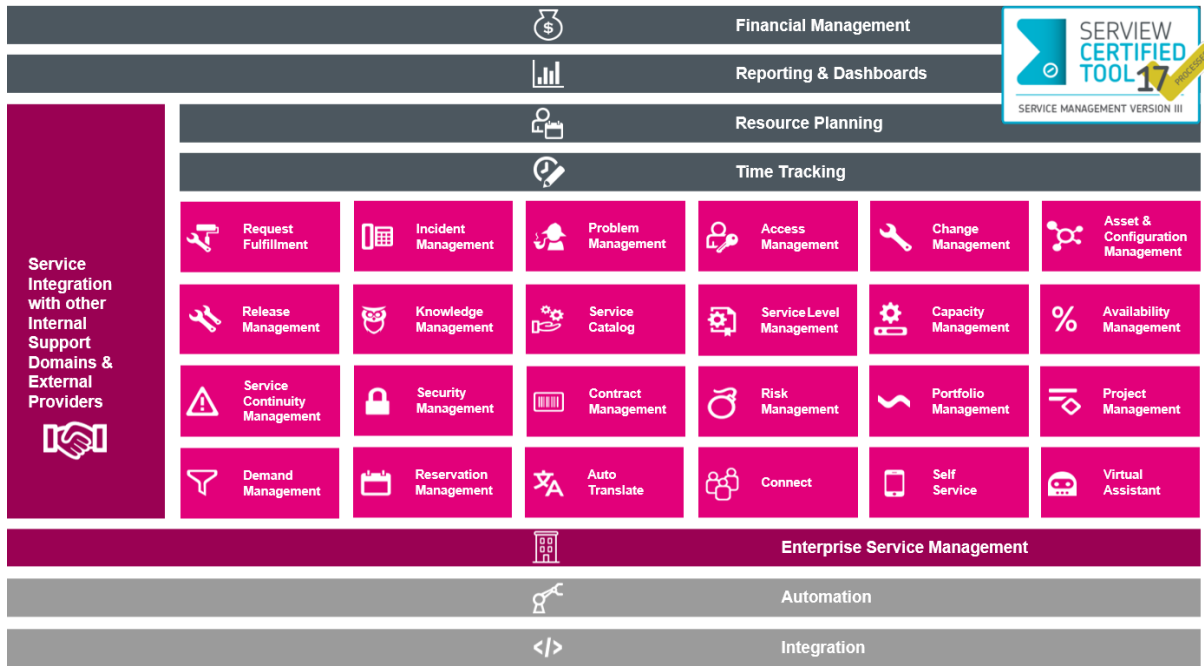
- ❖ Self Service
- ❖ Virtual Agent
- ❖ Knowledge Management
- ❖ Service Request & Incident Management
- ❖ Problem Management
- ❖ Change Management
- ❖ Release Management
- ❖ Service Level Management
- ❖ Service Configuration & IT Asset Management
- ❖ Service Continuity Management

These core capabilities are complimented with several functions for organizations with advanced requirements that go beyond the traditional service management capabilities:

- ❖ Portfolio Management
- ❖ Project Management
- ❖ Resource Planning
- ❖ Time Tracking
- ❖ Financial Management
- ❖ Risk Management
- ❖ Reservations/catering
- ❖ Facility Management
- ❖ HR



FUNCTIONAL SCOPE



INTEGRATIONS

This section describes the resources that are available for developers to build integrations with the 4me service. The following integration options are available:

GraphQL API

Create precise and flexible queries for the data you need to integrate with 4me, getting predictable results.

REST API

Retrieve, create and update Requests, Changes, CIs, Services, SLAs, People and more with the REST (or **REpresentational State Transfer**) API.

EVENTS API

Configure the monitoring systems to send events to 4me and this specifically tailored API will generate new requests for them.

MAIL API

Create a new request by sending an email to the 4me service.

IMPORT API

Import batches of data by uploading **UTF-8** encoded **CSV** or **TSV** files. This API is commonly used to build integrations with **directory services** like Active Directory and **discovery tools** like System Center Configuration Manager.



EXPORT API

Download batches of records in UTF-8 encoded CSV files. This API is ideal for building an integration with the corporate data warehouse.

WEBHOOKS API

Receive real-time notifications from the Webhooks API and trigger actions in other applications when changes occur in 4me.

SINGLE SIGN-ON

Use an organization's existing identity provider to ensure that its employees do not require a separate password to access 4me.

SCIM Provisioning

Provision and manage users, organizations and sites in your 4me account automatically.

CTI

Launch the Service Desk console from the **softphones** on the computers of the service desk analysts using 4me's standard computer telephony integration (CTI).

PRODUCT FEATURES

- ❖ Incident & Request Management
- ❖ Self Service for End Users
- ❖ Console for service desk analysts
- ❖ Request templates
- ❖ Request grouping for major incidents
- ❖ Knowledge Management
- ❖ Problem Management
- ❖ Automated Problem identification
- ❖ Change Management
- ❖ Scheduling of recurring changes
- ❖ Task templates
- ❖ Change workflow automation
- ❖ Release & deployment management
- ❖ Multi domain support (HR, facility, legal, etc)
- ❖ Full text search
- ❖ Attachments
- ❖ Full audit trail
- ❖ Multi language support
- ❖ Auto translation
- ❖ Multi time zone support
- ❖ Import/export
- ❖ UI extensions
- ❖ Customizable email notifications
- ❖ Email compliance archive
- ❖ Email integration
- ❖ Computer telephony integration (CTI)



- ❖ Project management
- ❖ Service portfolio & catalog management
- ❖ Service level management
- ❖ Track customer SLAs
- ❖ Track internal SLAs
- ❖ Track external service provider SLAs
- ❖ Track support effort
- ❖ Advanced time tracking
- ❖ Service asset & configuration management
- ❖ Software license management
- ❖ Role based permissions
- ❖ Trust relations with other accounts
- ❖ Strong privacy accounts
- ❖ Mobile app
- ❖ Reservations
- ❖ Facility Management
- ❖ API access
- ❖ KPI metrics warehousing
- ❖ Backup to multi physical locations
- ❖ SSL encryption
- ❖ At rest encryption
- ❖ Branding
- ❖ Use your own domain
- ❖ Single sign-on
- ❖ QA environment
- ❖ Online training
- ❖ Online support commitment
- ❖ Phone support commitment
- ❖ Availability commitment 99,8%
- ❖ Recovery commitment in case of disaster
- ❖ HR request handling
- ❖ Custom collections

InfraVision

We, at InfraVision, are specialists in Service Management and we strongly believe that using best practices (instead of reinventing the wheel) should be one of the key drivers in your journey to professionalize your service organization. 4me is based on best practices and can be implemented in 50% of the time needed to implement traditional service management tools. We have extensive experience in helping organizations to implement 4me in the best possible way and we are flexible in our offerings to help your organization in this. Feel free to contact us and discuss your needs! Send an e-mail to info@infravision.com or visit our website www.infravision.com and chat with us.