MARVAL®
SOFTWARE

Manage all aspects of customer service and support throughout your organisation

...unrivalled functionality and performance

What is MSM?

MSM is an integrated, innovative, multi-level IT service management (ITSM) software solution - a secure, reliable, scalable and stable ITSM technology that supports IT business services and growth strategies of your organisation.

It ensures a reliable IT and service infrastructure, increased productivity and adaptability in service provision.

Developed to meet current and future requirements, MSM offers a real choice with products designed to meet an organisation's ITSM maturity, budget and operational preference.

MSM software is easy to deploy, use, maintain and upgrade. It is designed to meet changing customer and market requirements and reflect advances in technology.

- Out of the box solution with code-free configuration
- Process driven solution based on industry best practice frameworks and standards (ITIL /ISO/IEC20000)
- Best of breed reporting and management dashboards
- On premise or cloud deployment options
- User-friendly web self-service portal/catalogue underpinned by a service portfolio
- A tool that's simple to configure
- Drag and drop process work-flow and configuration creation and views
- Built in support for all ITIL processes
- MSM has been successfully certified as ITIL process compliant through the AXELOS ITIL Software Scheme and under the PinkVERIFY toolsets for compatibility against 15 ITIL processes
- Easy integration with other business applications
- Extensive knowledge and configuration management

What can MSM do?

MSM provides you with everything you need for a totally integrated service management solution that can be used by your whole organisation. Improved control and accountability ensures a reliable IT infrastructure, increased staff productivity and efficiency and reduced capital and operational costs.

- It provides you with instant access to knowledge
- It keeps your customers informed and satisfied
- It makes your staff more productive and your processes easier to manage, ultimately saving you time and money

How does it do it?

By intuitive, logical capture of request data, standardised processes and IT support services and facilitation of request resolution through collaborative working.

- Integrated asset and configuration management database ensures improved control and management of all IT infrastructure services, assets and resources
- Adoption of a common ITIL-based service delivery culture ensures the organisation strives to achieve and continually improve the high standards and quality of the IT services it provides. This in turn will reassure your organisation, stakeholders and customers they are with a service provider that can deliver results
- The 100% web enabled technology provides business agility and the ability to absorb greater volumes of business change without increased costs and resource

Key Benefits

- It is fast, flexible, easy to use and deploy and puts you in total control of all your IT and related business activities
- Provides you with extensive, accurate and up-to-the-minute management information for making informed decisions
- Improved communication
- Improved fix rates
- Process insures information kept up to date - facilitating management decisions
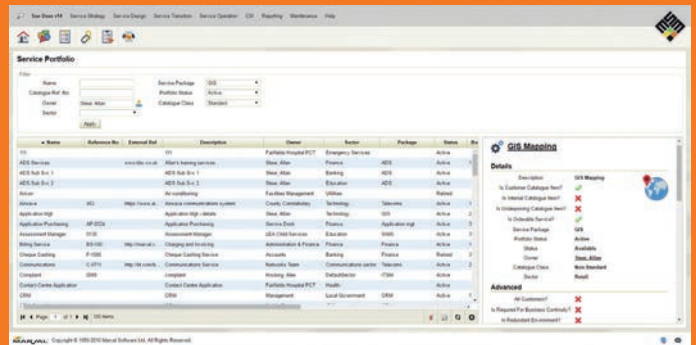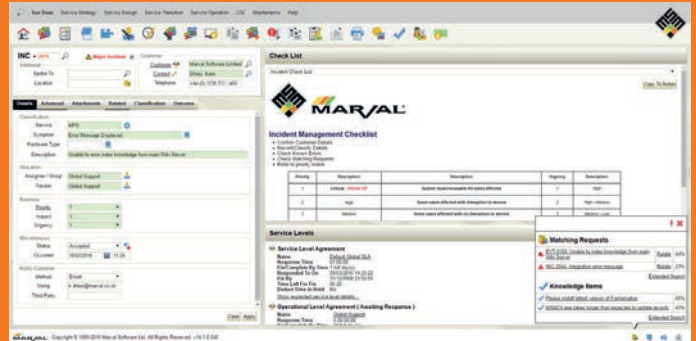
50%

of our cost reduction is directly due to implementing the Marval solution

Who benefits from implementing MSM?

Your business

In order to support your business strategy and continual growth, the delivery of a scalable, service-centric, and agile IT service and underpinning IT infrastructure, is critical to your success. Adopting MSM ensures service levels, governance and compliance are met and business users and consumers receive the best possible service from IT support.

- Productivity and change: staff productivity, skills and expertise are increased, which reduces long term costs and the risk of not being able to meet objectives.
- A proactive approach: through accurate Service Level Management and real-time service reporting - staff will have more time to spend being proactive and less reactive – spend less time 'fighting fires'.

Your support team

By adopting a common tool and related processes to provide quality, consistent services, your support team is able to provide excellent customer service and demonstrate its value to the business by improved service delivery and first time fix rates.

- Full control of the IT estate
- All IT staff have access to a common source of knowledge
- Knowledge gaps minimised
- Standardised delivery of support services
- Improved collaboration between teams

> " MSM is key in the drive for continual service improvement and efficiencies"

Your IT Director / CTO

With improved management decision data and interactive dashboards available, reduced operational cost and deployment savings will be easier to achieve. Managers are able to better manage resources and service delivery with a 'single pane of glass' view.

- One view, many requests
- Enhanced security, audit and organisational views based on services, assets, requests and knowledge
- Templated, scheduled, repeatable reports
- Maximise personnel skills

Your customers

Internal and external customers will benefit from improved service availability and response times via services delivered in line with agreed levels of service managed through the software.

MSM includes a powerful web self-service portal, that provides customers with a simple and easy way to register and monitor their own service requests.

- Improved customer communication and satisfaction
- Consistent, reliable services
- Increased first-time fix rates

Who benefits from implementing MSM?

Initially adopted solely as an IT service management software tool, Marval's customers soon realised that the software could be just as effective a solution when utilised in other areas of the organisation requiring service and support, and not just for IT.

Marval's MSM is now being used worldwide for non IT related activities including:

MSM for HR - perfect as a HR request management system, a fast and easy to use web self-service portal enables requests and changes to be managed and approved; from a payroll enquiry to booking a training course.

MSM for Shared Services - ideal for organisations wanting to deploy a shared services approach, MSM provides secure partitioning with comprehensive auditing and access control features.

MSM for Fleet Management - all vehicle related issues, including breakdowns, damages, supplier management of parts and accessories, along with resource scheduling can, and are, managed using MSM.

MSM for Facilities Management - for building maintenance and wider management of an organisations' estate, planned maintenance tasks are easily scheduled, managed and allocated.

MSM for Transportation Services - ensures that all transportation needs are met. MSM is used to record and track any issues, including; travel delays, route cancellations, road closures, accidents or on-board incidents and provides accurate reports on service delivery and performance.

Automotive	Education	Leisure	Service Management / Technology
Banking and Financial Services	Emergency Services	Manufacturing	Comms
Central and Local Government	Healthcare	Publishing	Transportation
Construction and Engineering	IT and Shared Services	Retail	Utilities

MSM ITSM software On-premise or Cloud, purchase or subscription – the choice is yours

It has always been Marval's directive to provide real choice for its customers - in product, in deployment and in licensing options.

Marval offers a comprehensive choice for the implementation of its products to satisfy organisations of any size and sector.

Whatever your
Requirements

- On-premise
- Cloud

Whatever your
Sector

- Public
- Private

Whatever your
Size

- Large Enterprise
- SMEs

Product Choice

- 100% web-based, innovative, technologically advanced products to meet customer ITSM maturity and budget
- Entry level to enterprise solutions

Deployment Options

- On-premise
- Cloud (Software as a Service) customer hosted
- Cloud (Software as a Service) Marval hosted

Licensing Options

Perpetual or Subscription

- Named
- Concurrent
- Mixed

Why Choose
MSM and Marval?

Marval Software has been delivering integrated IT service management software and services since 1989.

With unrivalled industry knowledge, expertise and innovative system design, its products and services ensure the customer derives full business benefits from an ITSM solution. MSM is both process and service centric, based on proven industry best practice and standards in ITSM (ITIL and ISO/IEC 20000).

MSM will support and enable the delivery of consistent, measurable and repeatable processes across your organisation: Reducing costs, minimising risk and taking advantage of favourable technology trends and innovations. In summary "to do things even faster, more efficiently and more cost effectively".

You will be better positioned to adopt industry best practice and standards which will prove to your stakeholders and customers that you are serious when it comes to service management and the quality of the services you provide. In turn this will enable organisational, stakeholder and customer confidence; increase revenue and improve customer retention.

To ensure fast implementation Marval provides a project plan coupled with sample policies, processes and plans based on industry standards. The tool is supplied with default classifications, roles, workflows and SLA alerts.

Not just a software supplier – Marval is a solutions provider comprising technology, people and process support

People

Process

Technology

Professional Services

Marval provides consistent, cost-effective and high-quality IT education and consultancy services, delivered in line with ITSM good practices and standards. As co-authors of ITIL and ISO/IEC 20000, Marval is an acknowledged expert in the ITSM arena and actively promotes business awareness of industry good practice.

Knowledge transfer is guaranteed, to ensure your business receives real benefits from the services that Marval delivers. Working with you, our consultants focus on exactly what you need. Sharing their expertise, they will help you to efficiently implement your new service support strategy and, if desired, seamlessly co-ordinate your customer service improvement project throughout each phase.

Our comprehensive portfolio of MSM product training and ITSM education focuses on quality awareness, improving customer service levels and enhancing the service delivery skills of your personnel.
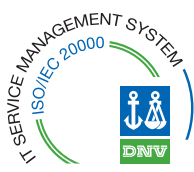
Marval is an ISO/IEC 20000 registered company supporting customers to international standards

From one integrated software solution, MSM will support all your service management requirements including:

✔ Incident Management	✔ Financial Management
✔ Major Incident Handling	✔ Capacity Management
✔ Request Fulfilment	✔ IT Service Continuity Management
✔ Service Level Management	✔ Availability Management and Outage Tracking
✔ Supplier Management	✔ Customer Satisfaction Surveys
✔ Service Reporting and Management Dashboards	✔ Stock Control (Including Cost and Parts)
✔ Service Asset Management	✔ Web Self-service
✔ Service Asset and Configuration Management (CMDB)	✔ Mobile Interface with Offline Synchronisation (for engineers)
✔ Service Portfolio Management	✔ Knowledge Management
✔ Service Catalogue Management	✔ Continual Service Improvement
✔ Problem Management	✔ Resource and Workload Management
✔ Change Management	✔ Dynamic Workflow Builder
✔ Routine Task Management	✔ Skills matrix
✔ Release and Deployment Management	

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