

IT Service Management

Provance IT Service Management — a PinkVerify™ certified solution powered by Microsoft Dynamics® 365. Reduce complexity, leverage familiar tools, exceed expectations and deliver first-rate service—internally or externally.

Are you experiencing increased business scrutiny and expectations? Dealing with complex business and technical requirements? In our connected world, customer service expectations will only increase, regardless of whether your customer is internal or external. Demonstrating value to the business, proving ROI, and keeping costs low, while also delivering exceptional service, is more important than ever.

Provance® IT Service Management extends the powerful and intuitive Microsoft Dynamics® 365 platform, turning it into a flexible and cost-effective IT Service and Asset Management solution. Powered by Dynamics and with native integration to Office 365™, Provance IT Service Management is optimized for use with Microsoft cloud solutions and System Center, letting you capitalize on your existing investments and the familiarity of Microsoft productivity and management tools. As a PinkVerify™ certified solution for 11 ITIL® processes, Provance ITSM lets you leverage built-in best practices to streamline service processes without compromising user experience for agents or customers.

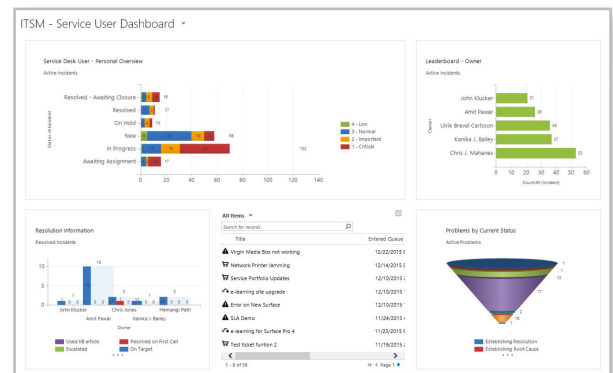
Key Benefits

Support Business Success. Respond quickly, accurately and cost-effectively to issues and requests by having all knowledge and important information within one user-friendly platform. See at-a-glance issues, services, related assets, escalations, SLAs, history and more. Follow a proven process for efficient and effective service delivery.

Improve User Experience. Leverage familiar Microsoft tools to provide personalized, high-touch interactions or to serve different needs in different ways—increasing satisfaction among agents, executives, internal employees and external customers.

Demonstrate Value. Gain better clarity and visibility with service-related dashboards and Power BI integration capabilities. Use customizable Microsoft Word and Excel templates to instantly collect, correlate and aggregate real-time data.

Maximum Flexibility. Deploy as an online or on-premise solution and manage services regardless of the environment (cloud, on-premise, or a combination) on a Microsoft or non-Microsoft infrastructure. Access from any device or location.



PROVANCE Knowledge Base - KBA-01000-1P912

Surface Will Not Power On

Process Scope

First, check for things that might prevent your Surface or Windows from starting or the battery from charging.

Step 1: Disconnect everything. Remove everything connected to your Surface and unplug the power cord from the electrical outlet.

Hint: If you have a Surface Book, make sure the Keyboard is attached to the keyboard.

Step 2: Check connectors. Check for any damage to your connectors and use a soft cloth to make sure the connectors and charging port are clean and free of debris.

Hint: If you see any damage to the charging port, power connector, or power cord, contact us.

Step 3: Plug in your Surface. After checking the connectors, plug the power supply into a working electrical outlet first and then reconnect the power connector to the charging port on your Surface.

Hint: Make sure that the connectors are secure and that nothing is plugged in to the USB charging port on the power supply.

Step 4: Check the power connector light. Is the LED light on the power connector turned on?

- If the light is off: You may need to replace your power supply. For more info, contact us.
- If the light is flashing: Remove the power connector from your Surface and check again for damage or debris that could cause a bad connection. If the light continues to flash, you may need to replace the power supply. For more info, contact us.

Take advantage of Provance IT Service Management productivity-boosting features for improved satisfaction and cost-efficiencies

Incident, Change, Service Request Fulfillment and Problem Management. Gain ITIL® best practices for services-centric IT processes right out-of-the-box. Intuitive dashboards and workflows increase efficiency and reduce time spent. Automated issue escalation and auto routing of incidents and service requests ensure faster resolution with minimum end user effort. Step-by-step guidance reduces errors and produces consistency.

SLA Management. Countdown clocks, color-coded icons and notifications warn of impending SLA breaches, keeping you on task and letting you gauge issue resolution priority based on the service level required.

Release and Deployment Management. Facilitate internal and external communications and keep important software updates and deployments organized.

IT Asset Management. Take control of costs, increase efficiency and reduce risk with the management of hardware and software assets across the entire life cycle, from request to disposal.

Self-Service Portal. Fast, lightweight and completely configurable for the needs of your business. You can deflect tickets and provide end users with a way to efficiently and effectively resolve both common and minor IT issues.

Knowledge Management. Easily create knowledge base articles and publish within the self-service portal. Tickets also display relevant associated knowledge base articles, giving you the information you need right within the same view.

Code-Free Configuration. Easily modify to suit your unique organizational needs—no developer skills required.

Powered by Dynamics 365. Flexible, intuitive, simple-to-use and with easy access to context-sensitive information. Build on the familiar and keep important information together all within a single platform. Available either online or on-premise.

Office 365 Integration. Empower internal teams and improve user experience by using familiar tools—Word, Excel, OneNote®, SharePoint®, Outlook®, Skype® for Business—that increase productivity, improve collaboration, and deliver easily creatable and customizable business documents and reports.

Connect with Microsoft Management Solutions: Continue to leverage your current and future investments in Microsoft technology and maximize ROI. Regardless of whether you're using System Center Configuration Manager, Operations Manager or planning on implementing Operations Management Suite for its log analysis, or in the process of putting applications on Azure—Provance IT Service Management can connect and, when needed, import relevant information.



Streamline processes. Reduce costs. Deliver exceptional service.

Visit us at provance.com/ITSM