



PLEOService Data Centre Service Management on Microsoft Azure Tenant Self-Service

SOFTWARE DESCRIPTION

Improve your data center profitability, efficiency service management with PLEOService powered by Microsoft Azure technologies. We integrate the latest technologies so that everyone can benefit.

Our software comprises 2 portals, data center operations and tenant self-service. The software introduces the discipline and interconnectivity of a Data Center Service Management across data centers, to deliver cost effective SLAs, keep IT Service Management information accurate, streamline processes and better measure assets and human resource costs.

Executing a change management request is never easier and transparent with PLEOService. Restore operations as quickly as possible with minimal business impact.

Complete with APIs to be integrated with Visitor Management for Visit Requests Application, Building Management Systems to display Power and Environments on Tenant Self-Service Dashboards,

DATA CENTER OPERATIONS PORTAL FEATURES

Service Management Module

- Defines the Service Catalog where Services, SLAs, SLTs, Customer Contracts, Equipment Thresholds, Service Information are stored and linked to the other Modules

User Request Management Module

- Define your Service Requests, publish to Users & Tenants, Assign the Work and Track It
- Complete with TTOs, TTRs, Deadlines and Priorities
- Public and Private Logs are tracked for communications internally and externally to Tenants
- User Request Workflow for Escalation and Assignment to Closure

Change Management Module

- 3 Workflows for Emergency, Normal and Routine
- Create Change Requests from Templates
- Automate Change Requests for Preventive Maintenance
- Track and Report Planned and Violation of Actual Change Windows

Incident Management Module

- Workflow for Escalation and Tracking
- Complete with TTOs, TTRs, Deadlines and Priorities
- Automatic update to Tenant Portal if the Tenant Assets are impacted

Problem Management Module

- Workflow for Escalation and Tracking
- Automated Flags for Known Errors
- Automated Flags for Related Incidents
- Known Error Repository for Tracking, Monitoring and Closure

Provisioning Management Module

- Workflow for Escalation and Tracking
- Integration with Sales Orders (Optional)

Visitation Management Module

- Approve/Reject Visitation Requests from Tenants
- Approve/Reject use of Data Center Facilities (Delivery Bay, Meeting Rooms)
- Integration with Building Visitor Management System API

Configuration Management Module

- Track all your Configuration Items (Assets) in One Place
- Link Change, Problem, Incident, User Request, Provisioning Modules
- Define Asset Relationships