



Medic+

Solution Profile

Key features

- A complete Help Desk management solution
- Full-featured Customer Service functionality
- Incidents, users, operatives and assets. Automatic alerts and workflow.
- Easy-build Knowledge Base aids rapid resolution
- Customer-specific Contracts and Service Level Agreements (SLA)
- User-friendly experience boosts usage and uptake – a fresh approach!
- Allocate and manage individual Jobs related to an incident
- Take Medic+ on the road. Use it through the web.
- Statistics and metrics
- Full Statement and Billing functionality
- Runs on the peerless IBM Lotus Domino server
- Built according to IBM Lotus accredited development standards

Further details...

A complete Help Desk management solution

Medic+ delivers a stand-alone solution to support the IT Help Desk from end-to-end. Tracking, management and reporting; from single-user to multi-site; **Medic+** scales.

Full-featured Customer Service functionality

The "**Service Portal**" extends **Medic+** to provide your Customers, Partners and Operatives with a Web-based entry-point to: log/track incidents, search self-help resources, download files. Snap-on integration with Q Chi's **Biz!** CRM solution.

Incidents, users, operatives and assets. Automatic alerts and workflow.

Logging new incidents is quick and easy. Relevant and current activity of user and assets is on-screen. Assign incidents to operatives based on skills or workload. Operatives are notified by email when their action is required, and also when SLA deadlines approach. All incident activity and workflow is recorded to create a comprehensive history. Various reports detail incidents by status, operative, manager, user, asset etc.

Easy-build Knowledge Base aids rapid resolution

Operatives can quickly capture solutions as they are discovered and store critical documentation, procedures and files. The Knowledge Base is always available on-screen to aid the identification of problems and their resolution. Knowledge is categorized by various criteria and is fully searchable.

Customer-specific Contracts and Service Level Agreements (SLA)

In many Customer Service implementations, SLA is critical, and here **Medic+** scores again. You can define SLA's to suit the needs of any number of customers, with individual response and resolution times. When incidents are logged for the customer, critical SLA times are calculated and recorded on the incident.

User-friendly experience boosts usage and uptake – a fresh approach!

The user experience is core to **Medic+** and has been carefully researched and constructed. A customizable Home Page and your choice of layout and content, its always clear and concise. Contextual information is at your fingertips, wherever you are in the database. Capturing new information is also logical, simple and fast. This all boosts usage and radically improves acceptance. The result is users make the effort to capture essential knowledge properly. It's a fresh approach and we think you will like it.

Allocate and manage individual Jobs related to an incident

With **Medic+** you can assign Jobs from an incident to appropriate operatives based on skills and workload. The steps required to resolve an incident are transparent to all parties.

Take Medic+ on the road. Use it through the web.

The fantastic IBM Lotus Notes client allows your field operatives to take **Medic+** on the road and have full access to incidents, history and resources. Data can be rapidly synchronized with a central location via dial-in replication. Operatives and users can also log-in via the "**Service Portal**" to log and track incidents, and search on-line resources through the web.

Statistics and metrics

Medic+ can show you the **real** picture in your Help Desk or Customer Service operation. See where the calls are coming from, what the problem areas are, and analyze Operative performance. Various statistical reports give you the "helicopter" view for rapid analysis and remedial action. Data can be exported easily then analyzed through a range of popular reporting tools.

Full Statement and Billing functionality

If you need to bill for work done, **Medic+** has the answer. Charge rates and authorized caller lists are defined within individual Contracts. Incident costs are then automatically calculated. Operatives can determine whether a user has authority to log an incident. Billing and credit control is easily managed. Statements of account, showing credits and all incidents logged and charged for, can be raised as required.

Runs on the peerless IBM Lotus Domino server

Medic+ is built to run on the IBM Lotus Domino Server. This platform supports high security, unique collaborative services, synchronized remote working, integrated e-Mail & calendaring, document management, approval workflow and web access. It is a key component of IBM's data management strategy and it is truly super.human.software. **Medic+** will integrate with your existing Lotus and Domino applications.

Built according to IBM Lotus accredited development standards

Q:chi managers, developers and administrators have the highest level available of IBM Technical Certifications for Notes and Domino.

If you would like to see more of what **Medic+** can do for your business, we would be delighted to give you an on-site demonstration, don't hesitate to call or e-Mail us:

Tel: +44(0)8450 946 099

e-Mail: info@Qchi.net