



SDI

SERVICE DELIVERY INFRASTRUCTURE

“SDI forms the backbone of our operation from a Managed Services perspective. It provides our clients, consultants and management team with full visibility on our current service levels and immediately provides a clear view on our performance levels.”

Carl Ohlhoff, Divisional Director, EOH Oracle Services

What is Orax SDI?

Orax SDI is a revolutionary tool. Imagine a Helpdesk, Tasking system, Time management, Monitoring system, Customer Relationship Management, Human Resources and more, all in one integrated package. SDI is service control in a distributed, regulated, infrastructure. It offers great reward to customer, employee, manager and share-holder alike.

Consistent delivery

What are the challenges for delivering consistent, high quality, services? The core of most service operations is a human component. The challenge is to guide individual contribution in order to achieve a unified goal. The larger your service teams become, the greater your challenge to achieve consistent, high quality service delivery. Once a team grows beyond six or ten individuals you lose visibility and control. How do you control a hundred technicians?

How do you manage customer expectations? How do you manage teams if you don't know what they are doing? What are team and individual utilisation levels? Are individuals and teams achieving their goals? Using only financial measurements are simply not sufficient.

When working with people, you need to take care of them on a level other than financial performance. Are you making progress or are you fighting fires? Are you managing an uncontrollable process or do you know what is actually happening in your service operations?

These intangible challenges of service delivery are the focus of SDI. Orax SDI is a simple yet powerful service infrastructure. Once plugged in, you immediately gain visibility and control in your service operations. Rather than emphasizing detailed processes, SDI focuses on strengthening the human contribution in your service teams. It's a service culture that will enable you to achieve unprecedented service success and give your employees a home with security and tangible controls.



Supporting Functions

In order to optimize your Service Delivery, the infrastructure includes several fully integrated modules.

Monitoring

If your company supports systems, you will benefit from the large scale monitoring engine. Roll out self-upgrading agents to customers over different networks with ease. The centralized management of agents and metrics make large scale monitoring a breeze. From within the Portal your staff and your customers have access to system statistics. The integrated nature of the monitoring module means that Calls are automatically logged in SDI to address monitoring errors.

CRM

Customer Relationship Management and Sales are integrated in SDI with the same visibility and

Service Classification

Ownership and Responsibility

Orax SDI (Service Delivery Infrastructure) identifies two service categories; reactive and proactive services. Reactive services are rendered as a result of an event like a need or a problem. Proactive services are rendered in an attempt to prevent a problem (or a reactive service). Orax SDI is a unique system that has an equal focus on proactive and reactive services. With Orax SDI you can deliver what your clients demand and what you promise your clients.



In SDI all work belongs to someone. Nothing hangs out there waiting for someone to do something. If a service has to be delivered, it has to be delivered by someone. SDI makes sure that everybody knows what they should be doing, and that it gets done.

Orax SDI embraces natural human weakness. SDI is a tool that makes anybody using it more efficient, reliable and measurable.



Supporting Functions *(continued)*

control. Your Account Managers and Sales teams make use of the same, familiar SDI functions to effectively reach their targets and keep your customers happy. Send emails, notices, broadcasts, quotations, incident reports, change requests and more directly from the SDI portal. Sales and Account Management teams have access to detailed service delivery reports. Meeting agendas can be generated and managed from within Orax SDI.

Reviews

Do you need to take a poll or test your team's technical competency? Would you like to



have your employees or clients review your products and services? Orax SDI has a Review module that makes it possible to create customized, multiple choice reviews or tests right inside SDI.

Calendar

Time is money. Orax SDI has a built-in Calendar that is fully integrated with all Service events and objects. It uses iCal integration to invite customers and employees or to synchronize with external calendars. All Meetings, Training, Tasks, Calls and much more is visible and manageable in the SDI calendar. No need to have a separate system to manage Travel claims, Standby, Overtime or Leave.

Supporting Functions (continued)

Knowledge Base

Knowledge is power. The integrated knowledge base provides the infrastructure to capture, develop and harvest knowledge in the form of articles and discussion. The knowledge is available on-tap using the centralized, powerful, search engine to instantly find information in any event, object or article in the SDI. Even customers can be given access to the knowledge base. With Orax SDI you can immediately start consolidating your service and operational procedures, knowledge base and technical experience without the need for yet another system.

"On the AMS desk its essential, we use it for all business and planning."

Navasha Els
AMS Client Services Manager, EOH Oracle Services

Time is money

Orax SDI does away with the concept of manually creating timesheets. In SDI your timesheets are automatically generated as you do your daily work. Even managing projects are simple. Billing detail and timesheets are available for each project.

Time is logged by technicians, against sites, functional areas, work types and more while working on tasks, calls, training, documents, attending meetings and much, much more. With Orax SDI you know how much time your teams are spending in meetings, on the road, with documentation, administration and the like. Technicians and consultants can attach time to any event in their calendars. You have the visibility to optimize how your company allocates time.



Communication

Service delivery and normal operations often suffer from lack of communication. The cornerstone of a healthy customer relationship is effective communication. Orax SDI provides the tools to effectively communicate with customers and internal teams.

Resource, Team, Site and Customer Health

How do you determine the health of your service delivery functions? Do your customers know what you do for them? In Orax SDI visibility is the key to service health. You don't have to see an employee, a team, site or customer in order to determine the service health in that area. Simple, summarized reports highlight problem areas. Once you get used to the power of knowing what's going on in your business, department or team, you can start optimising. Your customers will enjoy the visibility of the SDI customer Portal.

Skills Management

A manager can create a profile for a technician or consultant that is available to other managers looking for skills or specific qualities. Performance appraisals can be done directly off the SDI reports. Both the team member and her manager now have an objective view of her performance. No more subjective opinions or guesswork.



Customers

Orax SDI brings customers right into your work space. They have enough visibility and control to be empowered and to derive optimum value from your offering, but not enough to put

you in the passenger seat. A harmony that will maximize your customers' loyalty and give you a competitive advantage.



Using the powerful customer report, both you and your customer have a unified view on your service delivery. This gives you the same perspective as your customers. It makes you more objective. You start to think like your customer. You start to solve their problems. Customers will no longer feel the need for your consultants to work onsite. With SDI they have more visibility and control.

Distributed Model

SDI was built from the ground up to be a distributed business tool. We assumed that your company is fluid, global and green. Every design decision was made to achieve this goal in the most efficient and cost effective way.

"Using SDI is simple, productive and a one stop shop for supporting clients, managing the team, SLA's and even small scale assignment. This makes it easier to get to the work that really requires my attention. Once used to this way of doing – you will manage your whole day with this tool."

Hardus Steyn, Oracle Specialist, EOH

Distributed Model (continued)

Managers don't have to be with their teams. Teams don't have to be in one location. Your entire company can work from home.



With Orax SDI, the Portal is your office. Distance no longer matters. You are able to adapt faster. Grow quicker. Embrace a new culture. Embrace Orax SDI.

Efficient Management

Since SDI regulates your service operations, your managers don't have to micro manage anymore. They can start to focus on quality. SDI puts meaning back in management. Managing the intangibles of service delivery can be a daunting task. With Orax SDI's visibility, the task becomes tangible.

Hosting

Orax SDI is hosted on state-of-the-art cluster technology ensuring that your operations run with maximum availability. The Orax DRS Cluster is a shared-nothing, high availability cluster.

Conclusion

As your company settles into the Orax SDI culture, you will find it able to cope with modern business challenges. Become forward thinkers. Become visionaries. Be different. Be profitable. Be green. Change the planet.



"SDI would provide any services organization with a fantastic platform to base, measure and execute their service offering on."

Carl Ohlhoff,
Divisional Director, EOH Oracle Services



GREEN SERVICE DELIVERY.

NO NEED TO BURN FUEL. JUST SDI.

SDI

MORE THAN SOFTWARE. CULTURE, BUSINESS, VISION.

ORAX SOLUTIONS

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