



TasorRMS

Request management system

submitted

routed

approved

monitored



delivered

TasorRMS is a web-based Request Management System (RMS) which efficiently and tellingly manages service requests from internal as well as external customers. It manages and optimizes all workflow activities related to fulfillment of the service request. TasorRMS features easy workflow tracking, notifications and reporting in every step of the service request lifecycle even in the case of the most complex requirements and multilevel approvals. Powerful domain editor assures seamless integration with all enterprise data sources including databases, spreadsheets, reports, etc. TasorRMS is a powerful tool that streamlines the process of managing requests, improves service delivery and reduces costs while dramatically improving customer experience.

Expressive design makes TasorRMS easy to use while system architecture allows easy integration with existing infrastructure. Because each business is unique, TasorRMS supports easy configurations of workflows to meet specific requirements for every department and organization.

When combined with the Tasor Planner, it can exploit generated plans at interactive, tactical and strategic levels to optimize performances, support commitment to user requests, and minimize overheads.

INCREASE CUSTOMER SATISFACTION

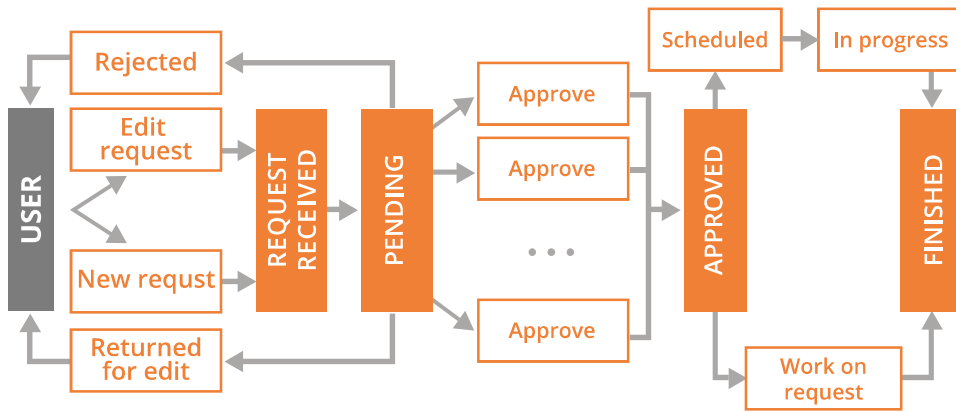
A web-based interface enables a 24/7 service. Users can submit new requests, edit existing requests or view their status online. Automatic notifications keep users informed as the status of their request change. TasorRMS simplifies issuing service requests and accelerates speed of the service delivery.

IMPROVE EFFICIENCY

TasorRMS provides full insight into request lifecycle and supporting processes even in workflows with the most complex requirements and multilevel approvals. Properly implemented business rules and workflows ensure data accuracy and consistency for efficient resolution of requests.

REDUCE COST

With TasorRMS, you can improve performances of all your resources, employees, processes and systems. It enables easy receiving and managing service requests by elimination of time wasted on unnecessary manual processes bringing in a reduction in servicer team cost.



Thanks to unique TasorSCAS technology, TasorRMS provides unique approach to semantic descriptions of features and functionality empowering full control of the service processing workflow. TasorRMS is the best way to implement complex configurable service request processing workflows where all service requests are handled from one interface.

RESOURCE OPTIMIZATION

TasorRMS infrastructure allows easy integration with other products based on Tasor SCAS platform as well as other enterprise applications. TasorRMS and Tasor Planner can ideally be integrated in one software solution that can dramatically improve business performances by the system optimization. Request management system ensures that all customer requests are collected and managed, while Tasor Planner automatically generate optimal execution plans and streamlined schedules.

The integrated solution eliminates operational inefficiencies in collecting requests from customers and planning their workflows for execution. Because entire process is done automatically, the process and all request data are fully secured. Tasor Planner receives requests from TasorRMS and automatically generates schedule in just a few minutes. Significant reduction of planning time and lead-time accelerates speed of service delivery and improve on-time delivery on customer satisfaction.

FEATURES

- Ticketing system
- Workflows
- Multilevel approvals
- Requests' priority
- Customers' priority
- Notification system
- Automatic data update
- User management system
- Tracking
- Request overview
- Request editing
- Reports
- Web-based
- Easy integration with legacy systems

SYSTEM ARCHITECTURE

TasorRMS is built on the Tasor SCAS infrastructure. All components (data connectors, user management, workflow management, events, ticketing and reports) are integrated on top of the Tasor SCAS foundation. Data from different application modules are integrated by means of the powerful semantic data representation in Tasor SCAS fabric. Data export in standard formats enables seamless integration with other legacy applications in the enterprise, such as data analytics, ERP etc. For interaction with human users, TasorRMS features advanced GUI (Graphical User Interface) and printed reports.

