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Document Management on Cloud-based Architecture

Kevin Robert I. Ochoa
Software Development

In this day and age, most companies are already eliminating the use of paper documents and physical storage facilities in keeping their important business data. Since the introduction of computers in the business environment, organizations have started transferring their information from their space-hogging filing cabinets into their computer hard drives. The practice of digitizing important company data gave birth to the practice of Document Management.

Document management in the digital setting is the organization of data using a computer-based filing system. The process of document management can be as simple as creating spreadsheets in Excel or as complex as utilizing specialized software in organizing data. Advanced document management systems can create different kinds of workflows according to business process. Digitization also helps organizations ensure regulatory compliance, business continuity, and disaster recovery. The implementation of document management systems can even be considered as a cost and environment saving practice by reducing the companies' paper use.

With the use of document management systems, companies and organizations with multiple offices and branches in different geographical

regions can trigger processes sooner and allow faster completion through workflow routing, providing online document access to all process participants, regardless of location. A document management system can also track a document's workflow to ensure that the proper business procedures and processes are followed. Document management systems can also be configured to include multiple levels of security to restrict access to data and therefore minimizing risk.



Cloud storage is a technology whose use has fast gained ground. Cloud storage allows users to upload their data to an online repository, a secured off-site data server simply called the "Cloud." Users can access the data they stored in the cloud anywhere in the world using any device as long as they have internet access and of course, the proper security

credentials. With cloud storage, companies are no longer restricted by the amount of memory invested into their computers, nor are they confined to a finite amount of space in a storage unit. Geographical restrictions will no longer apply due to cloud technology's ability to be accessed anywhere. The possibilities created by cloud storage technology for business applications are endless. Cloud storage can also protect businesses from the loss of important data. So even if a company suffers from a disaster that causes them to lose all their onsite data and backups, they can immediately get back on their feet utilizing the copy of that data that they have stored on the cloud.

The integration of a document management system to a RedHat Enterprise cloud-based architecture can not only enhance the agility and speed of access of a company's document management system, but at the same time provide security for companies knowing that their data is safe. RedHat's award-winning support provides companies peace of mind knowing that RedHat regularly updates and fixes all reported vulnerabilities.

With all the benefits of implementing a data management system using cloud technology, wouldn't you agree that it's about time that your company gets rid of that old and clunky file room filled with dusty file cabinets?



An Introduction to Business Intelligence

Benedict de Borja
Product Manager- Pentaho

Greetings to all.

I would like to extend to you our warmest welcome and sincerest gratitude in subscribing to this newsletter. It is our wish that this newsletter can be of great value and insight to you in the emerging trends in the world of information technology and how IT Group can help deliver the best products and services to you and your company.

My name is Benedict de Borja and I am IT Group's Product Manager for PENTAHO, an open source Business Intelligence platform. It is my privilege to share with you how PENTAHO can be used to help your organization make use of the data that you have produced, consolidate and organize it, and produce reports, visualizations, and analytics that give you a new way to turn raw data into useful and actionable information.

To start off let me give you a brief overview of what Business Intelligence is and how PENTAHO is part of that new and emerging trend in Information Technology.

"Business intelligence (BI) is the set of techniques and tools for the transformation of raw data into meaningful and useful information

for business analysis purposes. BI technologies are capable of handling large amounts of unstructured data to help identify, develop and otherwise create new strategic business opportunities. The goal of BI is to allow for the easy interpretation of these large volumes of data. Identifying new opportunities and implementing an effective strategy based on insights can provide businesses with a competitive market advantage and long-term stability. (1)

The term "Business Intelligence" was originally coined by Richard Millar Devens' in the 'Cyclopedia of Commercial and Business Anecdotes' from 1865. Devens used the term to

describe how the banker, Sir Henry Furnese, gained profit by receiving and acting upon information about his environment, prior to his competitors. The ability to collect and react accordingly based on the information retrieved, an ability that Furnese excelled in, is today still at the very heart of BI. (2)

In a 1958 article, IBM researcher Hans Peter Luhn used the term business intelligence. He employed the Webster's dictionary definition of intelligence: "the ability to apprehend the interrelationships of presented facts in such a way as to guide action towards a desired goal."(3)





Business intelligence as it is understood today is said to have evolved from the decision support systems (DSS) that began in the 1960s and developed throughout the mid-1980s. DSS originated in the computer-aided models created to assist with decision making and planning. From DSS, data warehouses, Executive Information Systems, OLAP and business intelligence came into focus beginning in the late 80s.” (4)

Business Intelligence has continuously evolved since its early beginnings. Improvements in both processing power and increasing capacities of data storage has added to the But at its most basic level BI’s basic components :

- Online Analytical Processing (OLAP)
- Advanced Analytics
- Corporate Performance Management (Portals, Scorecards, Dashboards)
- Real Time Business Intelligence
- Data Warehousing
- Data Sources

Pentaho is a remarkable example of a current generation business intelligence platform that offers a full suite of open source Business Intelligence (BI) products which provide data integration, OLAP services, reporting, dashboarding, data mining and ETL capabilities.

The Pentaho suite consists of two offerings, an enterprise and community edition. Pentaho’s core offering is frequently enhanced by

add-on products, usually in the form of plug-ins, from the company itself and also the broader community of users and enthusiasts.

It is my privilege to be able to share ITG’s expertise in building your company’s Business Intelligence Project and Big Data projects using PENTAHO.

I will be sharing insights and updates on this emerging trend of Business Intelligence and Big Data including success stories, case studies, and industry jargon.

I look forward to sharing this world of Business Intelligence and Big Data with you.

References:

- (1) Rud, Olivia (2009). Business Intelligence Success Factors: Tools for Aligning Your Business in the Global Economy. Hoboken, N.J.: Wiley & Sons.
- (2) Miller Devens, Richard. Cyclopedia of Commercial and Business Anecdotes; Comprising Interesting Reminiscences and Facts, Remarkable Traits and Humors of Merchants, Traders, Bankers Etc. in All Ages and Countries. D. Appleton and company. p. 210.
- (3) H P Luhn (1958). “A Business Intelligence System”. IBM Journal 2 (4): 314. doi:10.1147/rd.24.0314.
- (4) “Business Intelligence – Wikipedia: The Free Encyclopedia. Wikimedia Foundation, Inc. 26 January 2015, at 16:19. Web. 2 February 2015 http://en.wikipedia.org/wiki/Business_intelligence



10 Top Tips for Improving Helpdesk Service Experience

Powered by

ManageEngine
ServiceDesk Plus

Introduction

It doesn't matter whether you're an enterprise with thousands of customers or a small business with just a handful of employees. It doesn't matter if your help desk is internally or externally facing (or both). It doesn't matter whether you use a paid-for or free help desk tool. Regardless of your situation, one thing is the same for everyone— you must deliver a service to your customers.

How you deliver service in terms of processes may vary, but delivering great support and customer service more often than not comes down to one thing – the capability and inclination of the person delivering the service. Those that work in front-line support need to understand more than just the technical problem/issue that any one customer is experiencing; you need to understand the context – the customer's context.

Let's Take a look at Reality

Your customers aren't interested in whether you're working alone to deal with their ticket or with a team of 100 support staff. They aren't interested in the fact that you might have bigger incidents to deal with than theirs. All that matters to your customers when they submit a ticket is:

- That their issues are fixed and/or their request is responded to quickly (and effectively)
- That if it cannot be dealt with quickly, that their expectations are managed appropriately
- That the person they are dealing with on the help desk is understanding, polite and friendly

Our Advice

Of course what they really want is to not have to submit an incident or request in the first place, but like I said we're looking at the reality here!

Understanding the reality of how the customer feels is incredibly important – it's the backbone to providing great service. It's the people delivering the service that make the difference to a customer, not specifically the actual resolution of any issue. You must understand the context and needs of your customers to be able to deal with them effectively.

With that in mind, we've pulled together a few tips on how to manage customer issues from the help desk:

01 Manage Expectations

Ok, so you've received the ticket and you know that you can fix the issue but unfortunately you are unable to do so until tomorrow? Ok, that's fair enough, but how about letting the customer know that? You might know it will be fixed first thing tomorrow, but with no communication from you the customer simply thinks that their ticket hasn't been picked up and/or they are being ignored. Let the customer know the situation. They might not be very happy that their issue isn't going to be resolved until tomorrow, but at least they know what is happening.

02 Listen

Make sure that you have heard and understood everything that the customer has said to you. If you missed something, or it wasn't clear, be honest about it and ask them to repeat. Where possible paraphrase the customer's statements to make it clear to them that you understood what they told you. Not only will the customer respect you for it, but it will put them at ease that you are actually in a position to fix their issue.



03 Don't be Negative

Be careful how you phrase things; don't say "I can't help with that" say "let me speak to my colleague who will be in a better position to help you". Nobody likes negative statements, least of all customers who are experiencing issues.

04 Relate to Customer Emotions

Be careful how you phrase things; don't say "I can't help with that" say "let me speak to my colleague who will be in a better position to help you". Nobody likes negative statements, least of all customers who are experiencing issues.

05 Don't Use Technical Language

You never know, you might be speaking to a customer who has a technical background, but unless you know that for certain, assume otherwise. Speak to the customer using simple terms to explain the problem and process, keeps words like FTTC, hyper-V, and UASP out of it. Make sure the customer understands exactly what you are saying to them.

06 Don't Treat your Customers as though they are Stupid

Whilst it is important to not use technical language to confuse customers, don't make comments such as "you won't understand the issue as it's highly technical..." either. You're likely right that they won't understand, but you don't need to tell them that – nobody likes to be made to feel stupid.

07 Accept Responsibility

Even when an issue is not your fault, accept responsibility and apologize. The customer isn't interested in excuses or listening to you blame others, they're much more interested in you fixing the issue.

08 Be Polite

Even if the customer is raising their voice. Show them respect by remaining calm and talking sensibly. Also, don't forget that nine times out of ten you are not going to be dealing with the customer face to face. They are not going to be able to observe your body language and facial expressions, therefore being polite is very important to convey what your body can't.

09 Don't Make Promises You Can't Keep

Before you offer a commitment to a customer, make sure you are 100% sure you can keep it. Nothing annoys customers more than a broken promise.

10 Follow up

Set aside 10-15 minutes a day to give a quick phone call to the customers who's issues you resolved a few days earlier. Check that everything is still ok and that they are still happy.

About Manage Engine and Servicedesk Plus

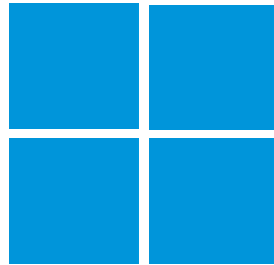
Manage Engine offers a line of low-cost enterprise IT management software.

ServiceDesk Plus is a help desk software with integrated asset and project management built on ITIL framework.

For more information on Manage Engine and Servicedesk Plus, please send an email to

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About IT Group



IT Group, Inc. (or ITG, as commonly called) has been established since May 2003. An enabler and partner of businesses in service innovation, is focused on solving the challenges faced by growing businesses through the synthesis of information, insight, talent and technology.

With more than ten years of experience, IT Group, Inc. has developed and managed projects ranging from enterprise application implementation and deployment, development or building of mission-critical applications,

We provide your business with a top-level part-time consultant who provides what your business only occasionally needs - an expert who can get big problems solved immediately, and who can help you make important technical decisions and choices.

We have a good knowledge of what is actually happening in information technology, which technologies and products are being used successfully, so that you aren't sorting through vendor claims on your own.

We have excellent contacts among the tech community with many different kinds of expertise, so we can get a question answered quickly and informally. We can also arrange for services from techs with specific skills, getting talented people for a good and fair price.

We pride ourselves not merely on our technical proficiency, but on the integrity and ability to understand and communicate with each of our clients. We will provide you the best options and solutions and to clearly communicate these software development options to our clients to enable them to make the best use of their resources.

Our Core Business



CONSULTING & SYSTEM INTEGRATION

- IT Infrastructure
- Service & Network Planning
- Enterprise Architecture
- Information System (IS) Operational Analysis
- Business Process Re-engineering
- Technical Systems & Network Design
- Maintenance Planning

SOFTWARE DEVELOPMENT

- Web Design & Development
- Intranet/Extranet Portal
- Custom Application Development

ENTERPRISE APPLICATION DEPLOYMENT & IMPLEMENTATION

- IT Service Management
- Enterprise Resource Planning (ERP)
- Customer Relationship Management (CRM)
- Business Intelligence (BI)
- Database Management / PostgreSQL
- Red Hat Enterprise Linux
- JBOSS

ENTERPRISE CONTENT MANAGEMENT

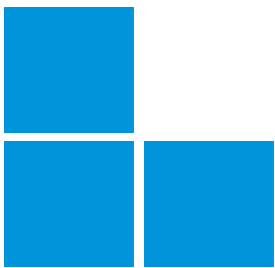
- Web Design & Development
- Document Management System

MANAGED SERVICE & OUTSOURCING

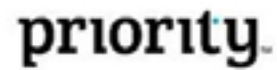
- Server & Desktop Management
- Web Maintenance
- Search Engine Optimization
- Social Media Strategy Development
- Staff Augmentation | IT Outsourcing

TRAINING & CERTIFICATION

- Red Hat Enterprise Linux
- PostgreSQL
- Pentaho Business Intelligence Bootcamp
- JBOSS
- JAVA Application Development (Entry-level & Advanced)



Supported Technology Framework



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