



SEISMIC

# PROFESSIONAL SERVICES AUTOMATION (PSA)

Powered by **Autotask**

## EFFICIENCY ENABLES EXPANSION

By automating the tracking, delivery and billing of professional IT services, Ingram Micro Seismic PSA, powered by Autotask, provides the foundation on which you can run your managed services business. The tool tracks and manages the services-delivery process in real time, enabling you to lower your costs while improving technician billing, contract management and services delivery. As a result, you can efficiently expand your services business without adding expensive resources.

### Services Management Made Easy

Without transparency into your business processes, inefficiencies often go unnoticed, costing you money and compromising customer satisfaction. This web-based application integrates all of your IT services tasks into a database accessible through any web browser, whether from a PC or mobile device.

Through Ingram Micro Seismic PSA, you can track all project management and billing tasks related to your services offerings, including schedules, billable hours, budgets, project milestones, reporting, customer relationship management and customer service requests.

### One Comprehensive Package

Ingram Micro Seismic PSA comprises a variety of workflow automation components that help keep your IT services business running efficiently. The following features allow you to increase utilization, eliminate queue monitoring and manual triage, comply better with SLAs and keep track of profitability:

- **Service Desk**  
Automatically processes customer service requests received via phone, fax, e-mail or web to improve response times and create a complete audit trail.
- **Technician Scheduling**  
Schedules and dispatches field service technicians from a single calendar so everyone knows where they need to be, and no time is wasted in deploying services to customers.
- **Automated Workflow**  
Manages e-mail alerts from remote monitoring and management (RMM) applications, dramatically streamlining the way service tickets are created, processed and resolved.

- **Time Tracking**  
Tracks and monitors billable time and expenses so you can deploy your technicians more efficiently. Resource utilization, project status and billable hour reports are in real time.
- **Customer Relationship Management (CRM)**  
Accurately tracks sales in progress, with up-to-the-minute lead tracking, sales metrics, sales performance and pipeline reports.
- **Project Management**  
Allows a quick view of what's due, what's done and what's overdue. Anticipates budget overruns and increases in billable hours and resources.
- **Billing**  
Supports your unique business rules and rates for project and service ticket billing, so you can automate your billing process and improve your invoice accuracy and timeliness.
- **Reporting/Business Analytics**  
Create real-time, predesigned or customized reports to illustrate and document the value of the services you're providing.
- **Taskfire Co-managed Service Desk**  
Provision, manage and bill a fully hosted service-desk solution for clients with internal IT resources.

A point-and-click interface makes it easy to define and customize rules for each of these elements, and all integrate seamlessly with MS Word, Excel and Outlook, as well as RMM tools such as LPI's Managed Workplace and popular accounting applications such as QuickBooks.



GROWTH INSPIRED – A Bold Vision in Services





## Professional Services Automation Powered by Autotask

### Gain Immediate ROI

The improved productivity you'll enjoy by using Ingram Micro's Seismic PSA is an instant return on your investment. The service enables you to:

- Manage resources, people and projects more efficiently to lower costs and improve productivity
- Capture more billable time and increase revenues
- View your profitability in real time so any necessary adjustments to your processes can be made immediately
- Improve customer satisfaction and retention through high-quality service delivery

### Benefit from Best Practices

Ingram Micro Seismic PSA employs best practices to ensure that the services automation process works smoothly and efficiently. It eliminates redundant tasks because data is entered once and made accessible to the entire organization. Resources are used to maximize productivity, and the comprehensive scope of the application ensures that nothing falls through the cracks.

### Ensure Optimal Workflow Automation

Comprehensive training and ongoing support is provided, so you'll receive the best value possible from the application. For example, your license entitles your company to technical support for the life of the license with unlimited live, instructor-led training via the web.

### Key Benefits

- Employ a single, comprehensive package that allows you to manage and scale all your managed services.
- Capture more billable time and increase revenues.
- Manage resources, people and projects more efficiently to lower costs and improve productivity.
- Improve customer satisfaction and retention through high-quality service delivery.
- Eliminate redundant tasks and improve efficiency by pinpointing processes that need adjustments in real time.

### Key Features

**Service Desk** | Automatically processes and tracks customer service requests

**Technician Scheduling** | Schedules and dispatches technicians from a single calendar

**Automated Workflow** | Manages alerts from Remote Monitoring and Management (RMM) applications

**Time Tracking** | Tracks and monitors billable time and expenses

**CRM** | Tracks all sales in progress

**Project Management** | Provides a comprehensive view of current project status

**Billing** | Automates the project and service-ticket billing process

**Reporting** | Generates real-time customized or predesigned reports

**Taskfire** | New — managed services for your clients with internal IT resources

### Sales Contacts

For more information, visit [www.ingrammicro.com/seismic](http://www.ingrammicro.com/seismic), call the Ingram Micro Services team at (800) 705-7057, option 5, or e-mail [salsservices@ingrammicro.com](mailto:salsservices@ingrammicro.com). For the Ingram Micro Services team in Canada, call (877) 755-5002, option 1 or e-mail [services@ingrammicro.ca](mailto:services@ingrammicro.ca).

### Tech Support Contact

(800) 466-6563

[seismic.support@ingrammicro.com](mailto:seismic.support@ingrammicro.com)

