



RAYDEMAND[®]

Your Web Portal for
Hardware, Software
and Services

RayDemand is part of RaySuite.

•rayNET



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Your Web Portal for Hardware, Software and Services

In many companies it is very time and resource-consuming to request Software or Hardware.

A service desk is frequently overloaded with routine inquiries that are less critical – things like setting up a new PC workstation, resetting passwords or procuring standard equipment.

Many relevant processes in the service chain, like purchasing, inventorying or budget control, take up additional time. At the same time, customers increasingly demand high quality and rapid provisioning of services.

With RayDemand Raynet provides an attractive and modern service shop for the selection and application of order requests. The customer satisfaction increases because of the personalized catalog which clearly arranged offers products and services.

RayDemand supports

the management of service orders – from placement to delivery. The processes throughout the process chain are characterized by a high degree of standardization and automation. Therefore, they can be carried out very efficiently, securely and transparently for everyone involved, since they no longer have to be done manually.



Personalized products and services for selection in the web portal

Benefits

- Quick processing of inquiries for Hardware, Software and Services
- Improve the efficiency of the service desk by relieving it from routine tasks
- Cut costs – thanks to the high degree of standardization and automation throughout the service delivery process
- Reduce procurement costs by bundling orders and reducing ordering processes
- Increase transparency by process monitoring and process key data
- Increase the quality of service by means of standardized service delivery
- Rapid introduction with minimal training efforts, thanks to intuitive operation
- Integration into RayFlow and further automation over the entire Application Lifecycle Management Process

The RayDemand web portal

enables users to request products and services available to them independently. This helps ensure customer satisfaction on account of high quality service, lasting reduction in costs, and needed relief of the service desk.

Customer-Friendly

The basis for the offers provided in the service shop is a predefined multilingual service catalog containing specified services in-sync with the respective service customers (e.g. business units, locations or the like). Users and service customers are uniquely identified by their personal ID, cost center, department or location, thus allowing them to select and directly order the products and services available to them. The other possibility is to qualify a responsible person (for example an IT coordinator) to place an order for a group of defined users.

Use

To order hardware, software or services, users call up the web portal and obtain a categorized overview of the products and services available to them. The intuitive user guidance makes operation of this extremely easy. By clicking on the particular product, users can select the service they want or navigate to them via categories. A search field can also be used to attain the desired range.

Ordering Hardware, Software and Services

After the desired products and services have been selected and configured, they are placed in the shopping cart. Users can then either order the elements in the shopping cart directly and forward the order for approval, store the shopping cart contents only as a draft for the time being, or return to the selection process and choose and configure further products and services.

Compliance Processes

After services have been ordered, the request is automatically forwarded to the respective cost center manager for approval. Multistage approval steps are possible and can be carried out in parallel or sequentially.

Efficient Support for Procurement Processes

RayDemand provides customers with extremely efficient support in procuring and providing products and services. If hardware and software is requested, the approval is followed by a comparison of the current request with the available goods or the current license inventory. If the requirements are covered by the stock on hand, the inventory data is automatically updated in IT the asset management after the order has been approved and withdrawn from the stock; if not, a purchasing process will be started.

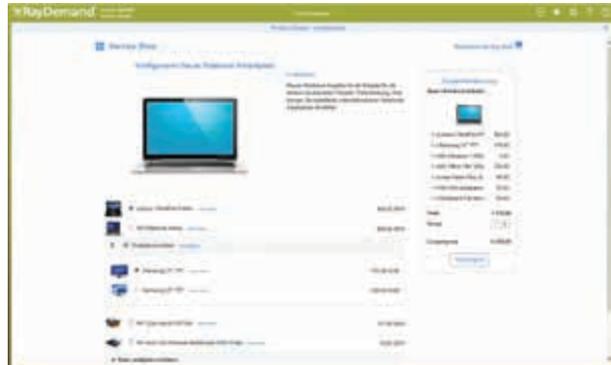
Provide Services Efficiently

As soon as the approval and order processes are completed, the orders are broken down into smaller sub-orders and are then assigned to various agent groups for further action. These steps can be managed by our workflow management tool, RayFlow.

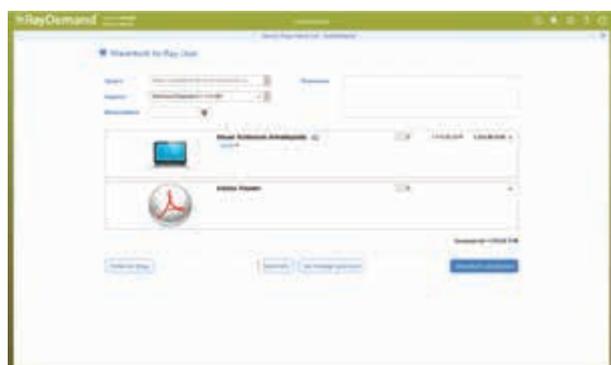
If software products are ordered, our RayFlow can check the availability for distribution. In these cases, the distribution can be started immediately. Otherwise, the Software will be commissioned to Software packaging. At the same time, there will be a request sent to the purchasing and license process in order to see if the necessary resources, permissions and delivery mechanisms are available.

With RayFlow users will always be able to see the entire process and to check the current order position and enable the data exchange for all processes, especially for RayDemand.

RayDemand helps your company to reduce direct and indirect costs by offering standardized services, bundling order processes and smoothly and automatically integrating services in IT business.



Configuration of a new workstation in the web portal



Summary of selected products and services in the shopping cart



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About Raynet

Raynet GmbH is a leading and innovative service and solution provider in information technology and specialized in the architecture, implementation and operation of all tasks within "Application Lifecycle Management". Raynet's Headquarters is in Germany and presently has additional locations throughout Germany, the USA, Poland, UK and the Netherlands.

Since almost 20 years, Raynet has supported hundreds of customers and partners with its products and solutions for enterprise application management projects worldwide. These include license management, software packaging, software deployment, migrations, client engineering and much more. Additionally, Raynet maintains and cultivates strong partnerships with leading companies in Application Lifecycle Management.

Raynet products and solutions are unique in design and functionality. Their development is highly driven by our customers and partners who play a big role in the development of our products and are a key reason why our products are always cutting edge. Whether you want to introduce a new deployment tool or to start a SAM project, whether you want to plan a packaging factory or do a migration – Raynet is the choice for best-of-breed-practices in services, products, and solutions for Application Lifecycle Management.

Next Steps

For more information, please visit our website: www.raynet.de or contact our sales team on +49 5251 54009-0 or sales@raynet.de



SAM License Management	OM Web Portal

EVAL Evaluation	PKG Packaging	QA Quality Assurance

DEP Software Deployment	MDM Mobile Management

Enterprise Application Lifecycle Management