iET® Enterprise Technology: Your Platform for Service Management Solutions, xRM and individual Application Development

iET Enterprise Technology - Your platform for:

▶ IT service management aligned to FitSM®

▶ xRM: industry-tailored solutions, human resource management, etc.

▶ facility management

▶ client management

▶ customized applications

Your Benefits:

▶ shared technology platform ensures easy integration

▶ use of proven iET ITSM modules reduces development efforts

▶ customized application development can benefit from enhancements of the iET Enterprise Technology platform

The iET Enterprise Technology platform provides the foundation for all service and IT service management applications offered by iET Solutions. iET Enterprise Technology is highly flexible and scalable and offers extensive options to be adapted to customer specific needs. Almost every part of the solution, including forms and workflows, can be adapted using the iET Developer Studio, a graphical development environment.

iET Solutions' partners and customers can use the iET Enterprise Technology platform to develop their own applications applying iET Enterprise Technology client and server technology together with iET ITSM processes and modules. Third party software can be integrated in minutes using the iET Integration Center. This allows data from HR systems, materials logistics or purchasing, for example, to be used within any iET Enterprise Technology application.

Service management solutions by iET Solutions & partners

Service Management from iET Solutions

iET ITSM, the IT service management application from iET Solutions, is FitSM®-aligned and offers 15 processes. iET ITSM helps companies manage, automate and optimize their IT services, with additional solutions available for managing IT assets, licences and user rights.

Besides the management of IT-related services, applications for various other services are possible. Based on the iET Enterprise technology an application for facility management, for example, can be easily configured. This application can manage a company's technical installations and equipment such as lifts, lighting and air conditioning systems. In addition to recording all data and contracts related to this equipment, time frames and consumption information can be saved in the system to trigger specific actions if critical values are exceeded or undercut. Maintenance deadlines can be scheduled and monitored.

Open for new Applications

The iET Enterprise Technology technology platform is aimed at partner companies developing and offering proprietary applications. iET Enterprise Technology is also open for customer specific adaptions. Since all applications are based on the same platform, they are easy to integrate and benefit from further development and enhancements of the underlying technology. Some of the proprietary applications already having been implemented by partners are described below.

xRM

Based on iET Enterprise Technology, solutions have been developed to manage the various relationships of an organization. This includes applications for CRM and HR management as well as industry-tailored solutions.

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Customer Relationship Management

Traditional applications support companies in improving their customer-focused business processes and cover areas such as marketing, sales and customer services. In order to meet these demands, the following processes have been implemented in the CRM solution:

▶ **Lead management**
Management of prospect data and inquiries

▶ **Account management**
Detailed information about an organization, e.g. customers, suppliers, investors

▶ **Contact management**
Record all details of an organization's contacts

▶ **Project and product management**
Information about an organization's products and projects such as deal size, likelihood of closing the deal or involved competitors

▶ **Proposal management**
Import quotations from ERP systems and/or create quotes in the system itself

▶ **Forecast management**
Generate sales forecasts based on existing quotes

▶ **Credit history management**
Overview of open assets and rating of customers' financial reliability

▶ **Customer service management**
Document complaints and service incidents

▶ **Marketing**
Generate and dispatch mail shots and email campaigns; use information as background for telemarketing campaigns

▶ **Contract management**
Manage customer and supplier contracts

Industry-tailored Relationship Management Solutions

In addition to customer and supplier management solutions, a sector-specific application for property management has been developed using the technology of the iET Enterprise Technology platform. This solution includes:

▶ **Prospect management**
Save contact details and search profiles

▶ **Property management**
Manage properties separated by accommodation unit, house, etc.

▶ **Tenant management**
Manage contact details, rented properties, etc.

▶ **Complaint management**
Record any communication with prospects and tenants

▶ **Service provider management**
Overview of all service providers such as plumbers, fitters, etc.

▶ **Insurance claim management**
Document insurance claims, related correspondence, etc.

xRM

xRM stands for extended relationship management and is a refinement of CRM (customer relationship management). The "x" stands for extended or anything as a system does not only manage customer data but any relationship an organization has, e.g. with suppliers, partners or investors. This includes the management of a wide variety of information, such as project data, contracts, property assets, etc.

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Human Resource Management

An HR management application has been designed especially for personnel service agencies. This solution helps agencies to manage their entire recruitment process, from placing a job advertisement and managing the correspondence to selecting and engaging a new employee. As part of the staff management process, the solution includes managing holiday leave, sickness, contracts, etc. The HR management application includes:

▶ **Management of job adverts**
Publish job announcements on the company's own website as well as on external job forums

▶ **Candidate management**
Record all relevant details of an applicant such as contact details, qualifications and curriculum vitae

▶ **Automated registration of online applications**
Automated dispatch of rejections, invitations, job offers etc.

▶ **Employee management**
Record all employee-related data

▶ **Management of deployment and individual agreements**
Document all planned and completed deployment tasks of an employee

▶ **Contract management**
Store contractual agreements with employees; save trade union agreements in the system to be automatically applied for future salary adjustments

▶ **Management of holiday and sickness leave**
Overview of taken and remaining holidays, as well as of reported sickness absences

Client Management

The daily work of an IT administrator involves a variety of recurring, routine activities. These frequently require a lot of time to complete, which means there is hardly any time left for important tasks which are "not run-of-the-mill". The client management suite automates time-consuming, redundant tasks to reduce the effort and cost involved in supplying and supporting client systems and software, and carrying out patch management for them. These tasks include, for instance:

▶ automatic installation and update of operating systems and software

▶ distribution of security patches

▶ automatic inventory of the company's entire IT system

▶ flexible interfaces for sharing inventory data with any application

▶ license management

▶ centralized data backups

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Full Text Search

▶ Search across all processes to which the user has access

▶ Search on databases and at file level

▶ Advanced search operators (and, or, not, etc.)

Reports and Analysis

▶ Standard reports

▶ Customizable analysis, support for Crystal Reports and JasperReports

▶ Ad-hoc reports

▶ Graphical and list based analysis

Technology

▶ Full-featured web client in responsive design

▶ Smart client based on Microsoft .NET Framework

▶ Highly scalable

▶ Open data model

▶ Easy adaption using the graphical developer's environment iET Developer Studio

▶ Support of relational database management systems such as MS SQL and Oracle

▶ Data exchange via web services, XML, JSON, etc.

▶ Integration of AI models in the own application

▶ API interface

▶ Integration of 3rd party software (E-Mail, ERP, etc.)

▶ Integration of mobile devices (iOS, Android)

▶ Integration of computer telephony

▶ Multi-client capability

▶ Two-factor-authentication including time-based one-time password

▶ Hash-based passwords

▶ Multi browser support (Edge, Firefox, Chrome)

▶ WebSockets for optimized client-server communication

You will find detailed information about iET ITSM and the iET Integration Center by visiting www.iet-solutions.com. If you are interested in one of the partner solutions, please contact us directly. We are happy to bring you in contact with the relevant party.

Locations

Worldwide Headquarters
iET Solutions, LLC.
UNICOM Global HQ
UNICOM Plaza Suite 310
15535 San Fernando Mission Blvd.
Mission Hills, CA 91345, United States

Phone: +1 818 838 0606
info@unicomglobal.com
www.unicomglobal.com

European Headquarters
iET Solutions GmbH
Humboldtstr. 10
85609 Aschheim, Deutschland

Phone: +49 89 74 85 89 0
info@iet-solutions.de
www.iet-solutions.de

UK Headquarters
iET Solutions
Macro 4 Limited
The Orangery
Turners Hill Road
Worth, Crawley
West Sussex RH10 4SS, United Kingdom

Phone: +44 12 93 87 23 00
info@iet-solutions.co.uk
www.iet-solutions.co.uk