

WhiteStone SMB Pack

WhiteStone SMB Pack (WSMP) provides a modern and complete solution for Small or Medium sized Business (SMB). The solution combines best-in-class help desk software with core ITIL best practices, the industry standard framework for IT service delivery and support processes. Regardless of industry or size, successful organizations must deliver high-quality services that quickly adapt to change in business climate. Growing SMB companies are under extreme pressure to reduce costs and expedite service. WSMP helps to relieve that pressure by keeping your help desk informed, connected and running smoothly. WSMP is design to help small or medium business to run their support infrastructure with most price competitive and functionally rich application. WSMP is a 100% browser-based application with benefits of having high usability and speed, while minimizing deployment and maintenance costs. Hence, minimizing the total cost of ownership.

Target Audience

Target Companies: All midsize/small businesses with centralized computing center and/or several regional computing branches

Customer Size: Companies with 200 – 3,000 employees

Customer Industry: Government, Telco, Outsourcing, Retail, Wholesale, Banking/Finance, Securities, Building Societies, and Insurance.

Note: WSMP is cross industry offering.

Typical sponsor: IT Manager, CIO, CTO, Senior LOB Executive, CEO

Key Business Driver

Automation of business processes provides a controlled environment; resulting in a more stable environment, lower support costs, and greater operational efficiency.

Customer Needs

- Faced with the challenge of managing rapidly evolving technologies and platforms in a cost effective and efficient manner, IT organizations are experiencing greater demand on their resources, knowledge, and skills.

- The sheer volume of “unmanaged” data is overwhelming. Organizations are experiencing painful challenges in their efforts to take the flood of data collected and translate it into meaningful information
- Lines of business are requiring IT to define and measure its own value contribution in terms of customer service, customer expectations, and business goals.

Benefits

- WSMP moves the service desk beyond reactive management of technology infrastructure to proactive management of service delivery.
- Using open standard technologies reduces implementation and maintenance costs. Deployment of the service desk application is effortless. Integrations to other products are straightforward.
- The service desk can operate effectively as a business, providing agreed levels of service to its customers, and focusing scarce resources where they are most needed.
- Reduces training time and cost for new agents by providing them with knowledge necessary to do their job. Reduces costly escalations to higher levels of support.
- The product is well designed and documented. Meaning that maintenance, reporting and analysis are straightforward. Ease of interface to data from many source systems and source formats

Key Products & Pricing

WSMP is specially designed package that is targeting SMB market. WSMP includes 5 concurrent user licenses and 500 subscriber for Self Service. WSMP will include JBOSS as J2EE Application Server.

Product Offering	Price US\$
WhiteStone SMB Pack (WSMP)	\$15,000.00
WhiteStone Problem Management	
WhiteStone Configuration Management	
WhiteStone Self Service	

Note that consulting and implementation services may also be provided at a separate cost. This can be offered through our authorized partners as well as from WhiteStone direct.

Competitive advantages

- Open Architecture – customers have power of choice to select platform and database that fits within the budget and their company policies
- Strong user interface with product being 100% web browser base using the latest technology.
- Knowledge Management is inclusive in the package.
- Comprehensive Configuration Management that provides ability to manage assets from cradle to grave.
- Based on open standard vs. proprietary architecture
- WSMP supports for both single byte and double byte languages, which enables users to utilize the application in their own language.
- With introduction of WhiteStone IDE tool brings easy of customisation to the application.

Platforms/Solutions element

- The WEP runs on heterogeneous platforms such as Windows NT, Windows XP, Windows 2000, Linux, AIX, Solaris, OS/400 or HP_UX
- Hardware: Independent
- Application Server: JBOSS
- Database: SQL/Oracle/DB2/PostgreSQL

Value proposition

- Lowest price with abundant functionality to conduct service desk functions
- Best TCO and Better User Experience (Enhance user interface)
- Best use of the technology (Scalability, fault tolerance)
- Automatic - Ease of Use and Management (User will only need web browser to access the application)
- Ease of upgrade to full suite of service desk product.
- Ease of interfacing to other systems
- Strong knowledge management to equip the agents to resolve problems quickly and accurately
- The ability to associate configuration item to the problem ticket
- Local implementation and support through authorized partners