

Unique CHARACTERISTICS

PCR°360

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1. **360° View and Search** Gives a complete and accurate picture of all data, information and history on anything in the system. Look up by person, site, location, specific equipment, etc. and see everything related to that inquiry in a single screen. No need to jump from one section of software to the next to see all pertinent information.
2. **Automated service order process** Templates can be set up to automatically process a request based on defined roles and rules in the system.
3. **Knowledge Base** Allows help desks to develop resource documents for quick access to historical data on incidents as well as successful resolutions.
4. **Customized, personal user interface settings** Using grids, customized perspectives and shortcut menus - each user can personalize how they interact with the system to enhance their efficiency and quickly access the information they need for their specific duties.
5. **Integrated ad hoc reports** From any grid you can create multiple, savable settings allowing each user to pick the data they want and how they want to view information in the grid. These views can also be printed to allow quick/easy data queries and reports. User defined fields can also be added to the grids making them searchable and reportable.
6. **User configurable landing page** Each system user can define what information is presented to them at initial log in. This includes, bookmarks, widgets, Service Orders/Service Requests and Incident Reports.
7. **Incident reports aggregated as problems (ITIL)** PCR 360 gives you the ability to collect and gather similar data or incidents from various sources, sites etc., in a collective report to determine patterns, chronic problems, trends etc., as well as developing resolutions to incidents.
8. **Advanced Data Filters** Allows you to filter and search information in the system grids to find the exact item you are looking for the first time. And if you use this search often, you can save it for quick recall.
9. **Attachments to Service Desk items and Cable documents** Documents, pictures, diagrams, spreadsheets can be attached to a specific service order/incident report as well as to equipment, facilities, and services for quick and easy access.

10. **Percentage breakdown of MRC's and OCC's (up to 100)**
Re-occurring and/ or one-time costs can be divided up to 100 different billing charges on any equipment, service etc.
11. **Document Management** Storage of documents with access controlled based on user privileges within the system.
12. **Customized Reporting using Crystal Reports** Our integrated Crystal Reports module allows your organization to add customized crystal reports to your system. These reports can be linked anywhere in the system and allow the user to pull reports in many standard formats (PDF, CSV, MSWord, MS Excel, etc.).
13. **User Configurable Form Pages** Administrators can pre-define information and the specific form layout for any form in the system including the Service Order, Incident and Request forms.
14. **Escalations** The system can monitor and escalate Service Desk events and items, inventory levels and SNMP traps based on user defined parameters and criteria.
15. **Interactive Dashboards** All dashboards created within the application are interactive and will allow the user to have point and click access to the data being monitored by the dashboard.
16. **Graphical Cable Management** Cable includes an array of graphics that can be used to design and create diagrams that will identify servers, switches, phones, terminals, printers, cables (copper and fiber), and other network elements. Each network element can be color coded by the user/system administrator to make element identification easy. The system also provides the ability to create alphanumeric labels for elements as they are added to the network. This will allow the customer to use existing naming conventions for each network element.

