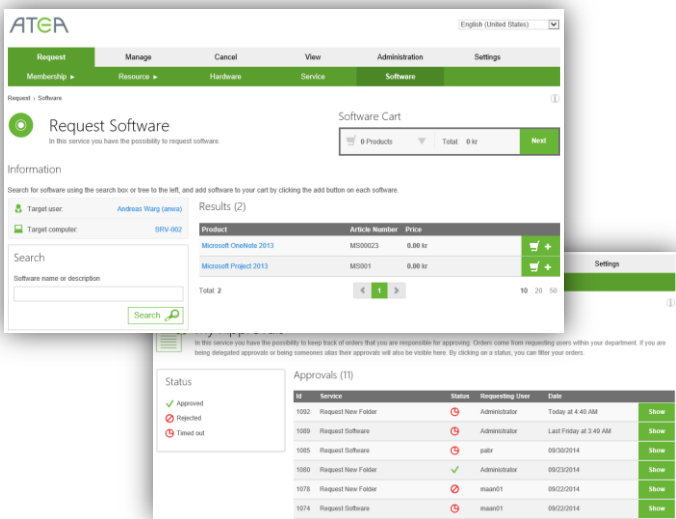


Atea Service Market



The World's smartest self-service portal

Imagine you can give all your users access to all your IT services. Well, that's what we do. We give you a platform where you can offer your services and create automated workflows for approval, fulfillment and delivery.

Atea Service Market integrates with Microsoft® System Center 2012 Configuration Manager and Service Manager, using Atea's intuitive web interface. This empowers your end-users to choose the software or service they require from a familiar 'shopping cart' interface.

Easy to use web based interface

Multi language support

Multi currency support

SCCM 2012 integration

Extensive logging and tracking

User delegation and aliasing

Extensible service catalogue



Integrates with SCSSM 2012



Business unit cost allocation



Multilevel role based security



ATEA

What are the benefits of Atea Service Market?

Feature	Benefit
Easy to use web based interface enables users to order applications, hardware and services	Provides a fast and efficient self-service interface for your it-infrastructure
Fully extensible service catalogue based on your business' requirements – new services can easily be added	Not a static solution, but adapts to the changes in your requirements and business
Multi language, multi currency and multi business unit support	Companies with business units in the different countries and with different currencies only need one self-service portal
Create, read, update and delete change requests, incidents and service requests in SCSM 2012	Only one self-service portal for your end-users is needed
Extensive status tracking and reporting	End-users will at all times be able to follow the status of their orders and thus not burden the Service Desk with calls
User delegation and aliasing	While on vacation managers can delegate their approval rights or even give an alias permanent approval rights and thus ensure approvals run as smooth as possible
Advanced approval workflows	Suits every business size and organizational setup

Two different editions of Atea Service Market

Atea Service Market is a scalable framework and has editions to suit any type of business – in industry, size, complexity and geographical coverage. The standard version is suitable for organizations that would like to give there Service Desk a professional tool to manage their clients with, but also a first step into self-service. The Enterprise edition is for organizations that wants to go all in when it comes to self-service.

Self-Service Area	Standard	Enterprise
Software	✓	✓
Hardware		✓
Computer Management	✓	✓
Service Desk Features	✓	✓
End-user Services (Folder, Access Group, Distribution List)		✓
Password		✓
User Management	✓	✓
Cost Visualization		✓
Computer Deployment Features	✓	✓
SCSM Integration		✓
Local Administrator		✓
SQL Reports	✓	✓



About Atea

Atea is the leading Nordic and Baltic supplier of IT infrastructure with approximately 6,300 employees. Atea is present in 82 cities in Norway, Sweden, Denmark, Finland, Lithuania, Latvia and Estonia. Atea delivers IT products from leading vendors and assists its customers with specialist competencies within IT infrastructure services. Atea had revenue of approximately NOK 21 billion in 2012 and is listed on the Oslo Stock Exchange. www.atea.com

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