

# IT Problem Resolution Accelerated

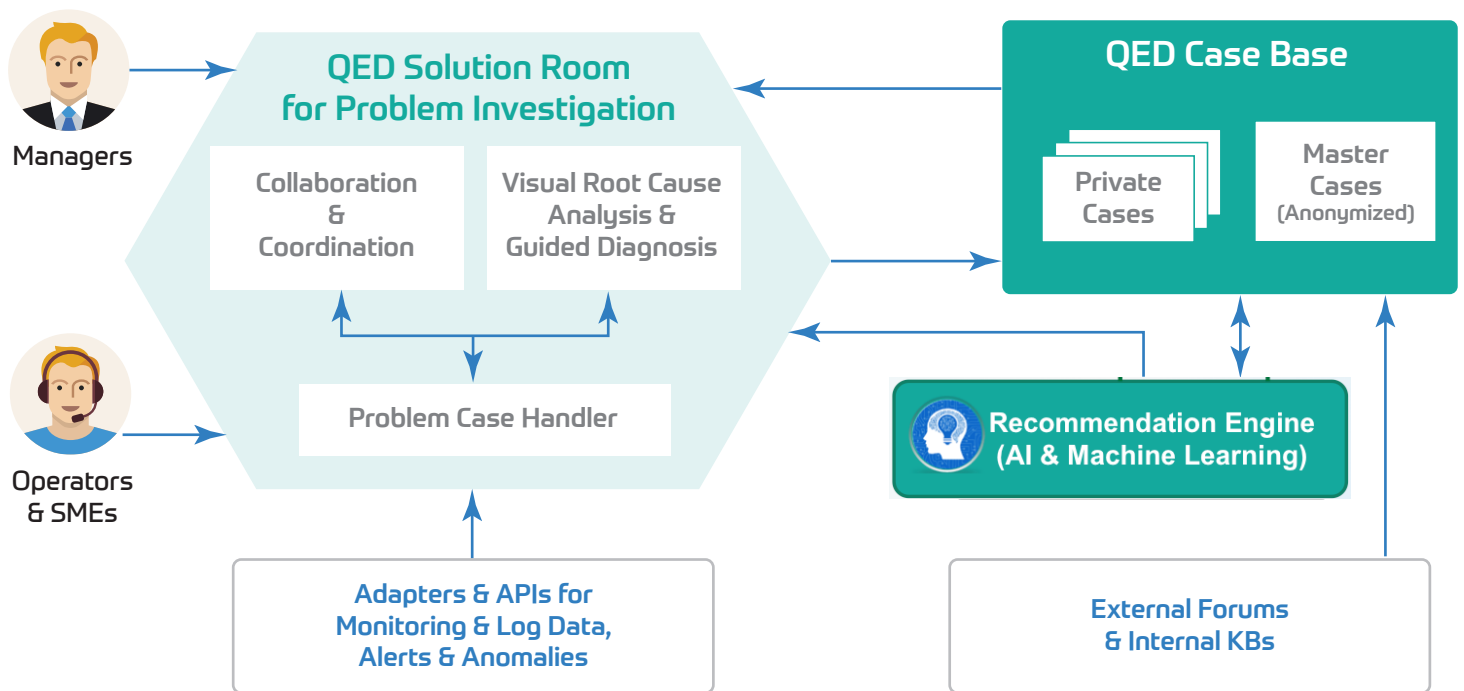
smartQED helps IT Operations teams solve complex problems efficiently

## The Problem

IT Problem Resolution is slow and laborious due to inefficient collaboration, fragmented documentation and lack of automation.

## Our Solution

Provide collaborative visual root cause analysis tools, comprehensive action tracking, and automated case matching with prior problems.



## Benefits

- ▶ 360° view of problem investigations
- ▶ In-context team collaboration
- ▶ Audit trails, Reports & Dashboard for IT Managers for easy status tracking
- ▶ Capture and reuse expert knowledge efficiently and effectively
- ▶ Reduce mean time to repair (MTTR) to mitigate business impact, revenue & credibility loss.

## Use Cases

### Collaborative Investigations

Jointly analyze cause-effect impacts and share findings and decisions

### Systematic Root Cause Analysis

Explore possible root causes methodically by examining key evidence

### Automated Problem Matching

Leverage solution recommendations based on prior problem history within and outside your enterprise