



Triage: Diagnose

TRIAGE: DIAGNOSE

Triage: Diagnose allows you to view and manage incidents from your entire user base. See what they actually did and look at the code that was executed. This lets you effectively provide support resources, prioritise, and reduce your mean time to resolution (MTTR).

TRIAGE: OBSERVE

Triage: Observe gives the user, a seamless way to record and present any incidents to your support process. Every incident is documented from a functional and technical perspective. Give your customers the support service, quality and professionalism it deserves.

Empower your users and get detailed triage information to your support desk effortlessly.

COMBINED

Triage: Diagnose combined with Triage: Observe gives you a full monitoring suite to accelerate incident isolation and provide a solid knowledge base for dealing with support incidents.



Many independent studies have pointed out that incident isolation or root cause determination amounts for a significant proportion of the time and cost to deal with a given incident. Incident resolution, by contrast, typically takes a much smaller proportion of time - once the initial triage has taken place.

".. Eight hours to determine the cause of a problem, but only requires eight minutes to fix the problem once root cause is determined." **Gartner**

"More than 60% of IT problems require 10 - 20 experts for resolution. 80% of the time that is typically required to solve problems is spent isolating them" **Ziff Davis**

If these studies and industry evidence stand up then there is a great deal of efficiency to be achieved through systemising and automating appropriate data collection when the user initially creates the support incident. The data collected should assist in the triage and resolution phases of dealing with a support incident and therefore should capture application and technical information relevant to the actual incident. And, more importantly, be immediately observable to your support staff.

- Reduce the cost associated with root cause determination
- Reduce the total labour cost associated with incident resolution
- Streamline your support process
- Increase the effective use of your Tier 2 and 3 support resources

Incident isolation can often involve the user as well as multiple levels of your support channel. It often requires multiple iterations to clarify information and business process. If this process can be automated and formalised then there are great opportunities for cost savings and improvements in the quality of your service provision.

Triage: Observe collects the following data as the user is going through the screens to demonstrate the incident.:

- Triage produces an application document to provide real user context to the incident in terms of topical data such as company, screens navigated, buttons pressed, and so on.
- Triage also produces execution data to provide multiple levels of analysis around which layers, objects, methods and lines of code were used by the user while they demonstrated the incident.

Triage: Diagnose lets you use that data to make informed decisions about what the user was doing, how the system was acting and allows you to route the incident





Features and Benefits

PRODUCT WARRANTY

All AXImprove products come with full warranty and a time limited free email support service.

ROADMAP HIGHLIGHTS

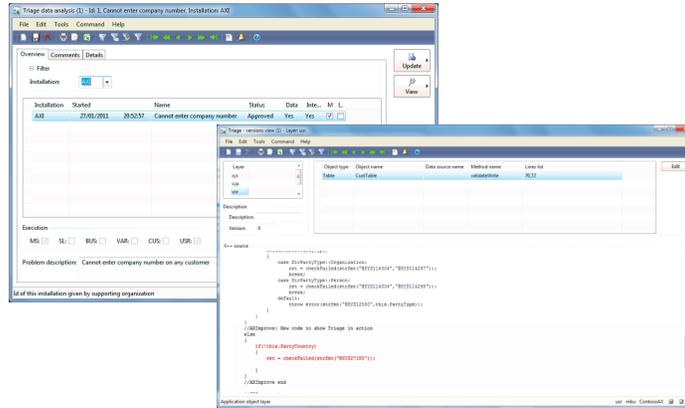
- Encapsulate full source code into the incident documentation.
- Interface to source control systems
- Performance tracing analysis
- API for external support systems

INNOVATIVE SOLUTIONS

AXImprove prides itself on creating and delivering innovative solutions for Dynamics AX - every time.

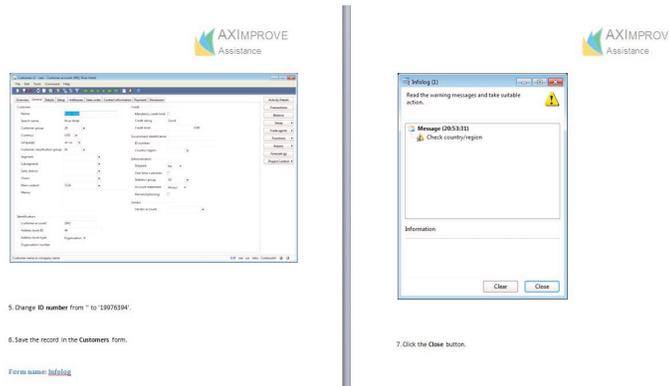
If you need a solution let us know your problem. We will solve it.

For more information on any of our products or services please visit us on the Web at: www.aximprove.co.uk



Data Analysis:

- View execution path through the AX layer hierarchy:
 - Quickly assign priority and schedule appropriately
 - Focus on and isolate problem code quicker
- Identify layers, objects, methods, and lines of code used
- Formal method of incident analysis (ITIL compliant)



Application Documentation:

- See the actual user interactions with their system.
 - Environment
 - Company
 - Menu options
 - Screens accessed
 - Values entered
- Multiple Customer compatible
- Template driven documentation

Additional Information

- Automated incident monitoring system.
- These products are written for Dynamics AX 2009.
- For other versions please contact us.

The principals at AXImprove have been providing solutions for Dynamics AX (previously Axapta) since 1998.

- Our sole focus is on providing Innovative Solutions for Dynamics AX and improving the experience of this class leading ERP system.

SERVICES AVAILABLE

- Technical Support
- Design Authority
- Solution Creation
- Escalations Service



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