

Release Guide 2015 Spring Release



Complete. *Not complex*



About this Guide

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1 Introducing Clientele ITSM version 2015.1

1.1 Introduction

For more than 15 years, Mproof customers have come to expect valuable enhancements to the product suites on a regular basis. Release 2015.1 is no exception, delivering new features that offer more configurability and functional capabilities for your business. Clientele ITSM 2015.1 reflects our fundamental philosophy as a software provider by:

- placing customers at the centre of everything we do
- developing and delivering world-class software to help our customers achieve operational excellence
- provide innovative technologies that empower our customers to become market leaders
- surrounding our customers with resources and self-service tools to provide world-class customer service and satisfaction
- delivering single point accountability in everything we do

1.2 What is inside

This guide covers the features, functionality and technology introduced with Clientele ITSM 2015.1. It also provides information on professional services, product support, education and other important topics related to this release. Please note that all information in this document is subject to change without notice.

1.3 ITSM 2015.1 key objectives

At Mproof, we are committed to responding to our customers by enhancing and expanding product functionality, investing in new technologies, and providing overall value with our products. In keeping with this on-going effort, we established a list of objectives for the 2015.1 release of Clientele ITSM. Here are the objectives and how we have accomplished them:

Objective	Achievement
Compatibility with Microsoft products.	Clientele ITSM 2015.1, Clientele ITSM Portal 2015.1, Clientele ITSM Mobile 2015.1 and Clientele Performance 2015.1 are updated and are now made compatible with the following Microsoft products: <ul style="list-style-type: none"> • Microsoft Windows 8.1, • Microsoft Windows 2012R2 Server, • Microsoft SQL Server 2014
Clientele ITSM on Azure	All Clientele ITSM 2015.1 products are now able to be deployed on Microsoft Azure to deliver a SAAS solution for our customers.
Deliver customer requested enhancements	Version 2015.1 incorporates the results of customer software change requests (SCR) and reflects real-world feedback on proposed functionality.
Upgrade from 2013.1, 2013.2, 2014.1 and 2014.2	Version 2015.1 provides upgrade tools from version 2013.1, 2013.2, 2014.1 and 2014.2.

2 Clientele ITSM 2015.1 new features:

2.1 Clientele ITSM SaaS

In order to fulfill the growing desire of customers to obtain Clientele ITSM as software as a service, we made Clientele ITSM fully compatible with Microsoft Azure. For a fixed fee per named user per month you have your own dedicated Clientele ITSM environment in the Cloud.

The advantages of obtaining Clientele ITSM as SaaS:

- No investments for hardware and software (webserver, database server)
- No local IT burden and maintenance costs
- Always up to date on the latest ITSM version
- Active monitoring, health check and performance tuning
- Database backups every 2 hours

For more information contact your account manager.

2.2 Customer Requests

In ITSM 2015.1 we added specific functionality and enhancements requested by customers.

2.2.1 Support call find form enhancements

Users will now be able to look for support calls which have a certain amount of time left. The two fields which are now searchable are **time left** and **time left including on hold**.

2.2.2 Support Call Detail enhancements

We made various enhancements in the support call detail form and event detail forms.

Support call event grid

Users will now be able to see the email from address, email to, Cc, Bcc and the display name of the sender when the event was added from the retriever or by dragging and dropping an email.

Sending mail with attachments

When you have multiple events and various attachments in a call you will now be able to send an email including all the events. This used to be blocked when there were more than 1 event with attachments. Also the mail generated will contain text so it is clear which attachment belongs to which event.

Changing Support call type

The ability to change support call type even after applying a support call template has been re-enabled in ITSM. We received lot of requests from customers to re-enable this. Even though the ability is back in ITSM, we have limited it to only be allowed in specific scenarios. Because of these rules, you will still not be able to change a support call type if the support call has any of the following information related to it:

- CAB group
- CAB Members
- Action plan

2.2.3 Import managers

We added two new import managers and enhanced an existing support call import manager.

The newly added import managers are:

- Support Call CAB Import
- Service Agreement Log Import

Users will now have the ability to relate CAB groups in the support call import manager and relate individual CAB members with the support call CAB import.

The second import manager which was added is called the Service Level Agreement Log Import which makes it possible to import starting minutes and or log entries to an existing service agreement.

2.2.4 Changed tab headers

For all forms we changed the header information. We changed it so that the number of the related detail form will be displayed first. Also, we shortened the support call detail form so that it no longer says "Request for Change" but it will say RFC to save space.

3 Additional information

3.1 Compatibility

The Clientele products are compatible with:

- Microsoft Windows 7 ¹
- Microsoft Windows 8 ¹
- Microsoft Windows 8.1 ¹
- Microsoft Windows Server 2008 ¹
- Microsoft Windows Server 2008R2
- Microsoft Windows Server 2012
- Microsoft Windows Server 2012R2
- Microsoft Office 2007
- Microsoft Office 2010 ¹
- Microsoft Office 2013 ¹
- Microsoft Exchange 2010
- Microsoft Exchange 2013
- Microsoft SharePoint Foundation 2010
- Microsoft Office SharePoint Server 2010
- Microsoft SharePoint Foundation 2013
- Microsoft Office SharePoint Server 2013
- Microsoft SQL Server 2008 ¹
- Microsoft SQL Server 2008R2 ¹
- Microsoft SQL Server 2012 ¹
- Microsoft SQL Server 2014 ¹
- Microsoft Visual Studio 2012

1. Both x86 (32 bit) and x64 (64 bit)

For more information regarding minimum service pack levels, please read the system requirement section of the installation guides.

3.2 Languages

Clientele ITSM 2015.1 and Clientele Portal 2015.1 are currently available or planned for availability in: English US, English UK, Dutch, German, French, Spanish, Chinese Simplified and Chinese Traditional.

3.3 Upgrades

The upgrade paths supported for this release are from versions 2013.1, 2013.2, 2014.1 and 2014.2. If you require an upgrade from a version prior to ITSM 2013.1, please contact your local reseller so he can advise your company on how to plan the upgrade.

4.0 Product Distribution

- Clientele ITSM 2015.1
- Clientele ITSM Portal 2015.1
- Clientele ITSM Mobile 2015.1
- Clientele ITSM Performance 2015.1

These products are released as General Available, March 27 2015

About Mproof:

For over 15 years, Mproof has provided service management software and services to support service organizations delivering internal as well as external services. The Clientele Software Management platform, is aimed at the Microsoft platform, and is ITIL certified (PinkVERIFY™). The software, available in multiple language versions, is distributed from their headquarters in Wassenaar, Netherlands, through an international network of partners taking care of the marketing, implementation and support. Mproof also offers out of the box implementation for ITSM, FM, Shared Services, Managed Services and self service. Services aimed at the use of the Clientele software, as well as process consultancy, advice, training and gaming are also offered. Mproof is Microsoft a Gold Independent Software Vendor. Find more information at: www.mproof.nl, www.mproof.com and www.clientele-itsm.com.