# Operations Management

Accurately track and manage your IT assets, orders, projects, and tickets without worry

Effective IT operations management is crucial for keeping your IT systems reliable, secure, and efficient. However, dealing with various vendors, new technologies, and different locations can make this challenging, often leading to disruptions, inefficiencies, and lost productivity.

Say goodbye to spreadsheets. vCom offers a single, comprehensive view of your entire IT environment. This means you can track every order, project, and issue across all vendors, technologies, and locations in one place.

Experienced and on call, we act as an extension of your team delivering service and support to manage the details, questions, and problems so you don't have to.
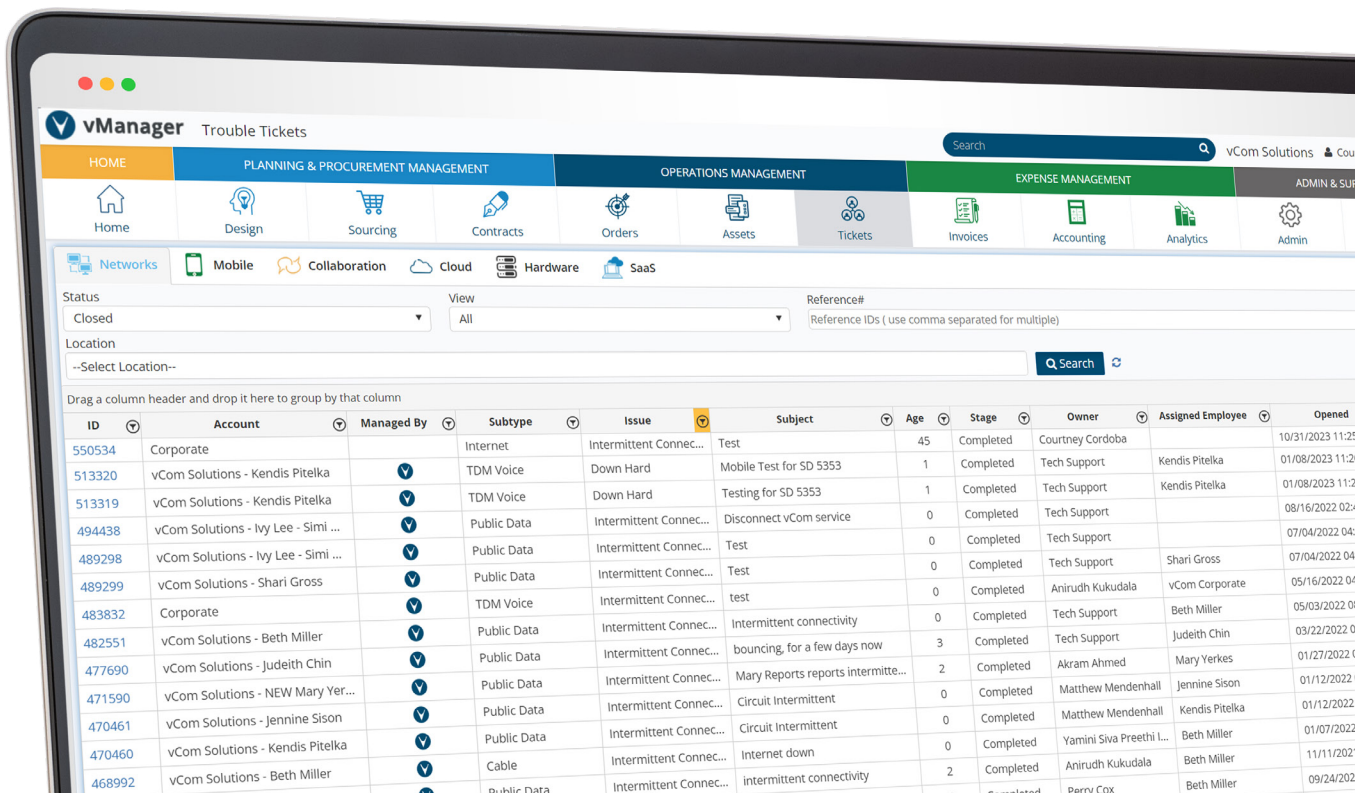
FEATURES

ORDER MANAGEMENT

- Moves, Adds, Changes, Disconnects (MACD) Order Portal
- MACD Project Management
- Order Reporting

ASSET MANAGEMENT

- All-in-one Asset Database
- Customer Managed Assets
- Asset to Invoice Linking (Mobile Only)

SERVICE AND SUPPORT

- Vendor Ticketing Portal
- Vendor Escalation, Troubleshooting, and Resolution
- Customer Managed Tickets
- Proactive Network Operations Center Monitoring (Network Only)
- Traffic Monitoring (Network Only)

BENEFITS

✓ End-to-End Continuity

Maintain seamless and uninterrupted IT services and operations from the beginning to the end of the lifecycle with integrated and coordinated management.

✓ Increased Efficiency

Streamline workflows and eliminate the need to switch between multiple systems, saving time, reducing manual errors, and improving overall operational efficiency.

✓ Personnel Relief

Alleviate the burden on your staff with a dedicated team to help you do it all, including project management, ticket resolution, troubleshooting, and escalation.

✓ Greater Visibility

See and manage all your orders, assets and tickets in one place so you can track utilization, identify areas for improvement and optimize IT operations.

vCom

Customer Success Story

Goodwill of Central and Southern Indiana saved time and reduced service disruptions by partnering with vCom to simplify telecom management.

Goodwill of Central and Southern Indiana, with a lean team of six, grappled with the intricacies of managing over 20 telecom providers across 120 locations following a merger. This complex network, lacking consistent communication channels and comprehensive documentation, posed formidable challenges, particularly in migrating carriers, gaining visibility into their inventory, and efficiently managing service disruptions.

With vCom's help, Goodwill facilitated seamless carrier migrations, consolidating where needed. New installations and disconnects happened without a hitch with the support of vCom's order management team. Goodwill Indy also centralized inventory management by harnessing vCom's vManager platform for streamlined asset tracking and reporting across all locations, allowing them to have full visibility into their network infrastructure. Additionally, instead of Goodwill having to spend countless hours chasing down carrier support, vCom's NOC ensures all tickets are resolved in a timely manner, significantly reducing service disruptions and downtime. If a circuit were to go down, vCom would immediately start a ticket and work with the carrier to bring the circuit back up, freeing up Goodwill to work on other needs. By partnering with vCom, the IT team at Goodwill was able to provide value to their organization by ensuring business continuity and liberating valuable time for them to focus on strategic initiatives.

GOODWILL FOUNDATION OF CENTRAL & SOUTHERN INDIANA

"Our support headaches went away because vCom takes care of it and chases our tickets. And it's easy to make decisions with that. Plus, we know that we're going to get the best prices that we can get."

– BILL CLARK, VP OF INFORMATION SYSTEMS, GOODWILL