

# PRODUCT GUIDE

## RESOLVE

### Overview



**GD**  
PROGRESSIVE  
SOFTWARE  
SOLUTIONS

# PRODUCT GUIDE

## RESOLVE

### Current Module Availability

Risk and control

Issue and Snag management

Product and service cessation

Change Management

Knowledge capture

Resource management

Help desk ticketing

Task management

Supplier communications

Custom Modules

*A highly flexible workflow and process toolkit that can be tailored to your unique requirements.*

*Empower your teams to work more effectively with RESOLVE*

### Stay in Control

Information is your greatest asset. RESOLVE improves access to the key data that is vital to your business performance, presented in a way that is easy to visualise and interpret. It also provides a key step in helping to enforce governance and controls in projects and around business as usual activities.

### Work Together

Every part of the business can contribute; suppliers and customers too if desired; each has their part to play and each team member's contribution is key to overall success. RESOLVE's notifications and communication features allow quick, consistent input and feedback.

## Complete Integration

RESOLVE allows multiple processes to come together as one integrated workflow, including processes managed in other systems.

The RESOLVE Framework provides the following 'Features and Functionality' available in all modules.

- Multiple field types, relationships and validation dependency options
- Configurable modules and templates
- Each ticket can have its own workflow and/or be part of a system wide workflow involving inter-relationships
- Enforce security by tiered, group access control across all ticket types
- Notification settings - automated E-mail to individuals or groups
- Comments and attachments for all documents - stored centrally
- Group inheritance allowing for different levels of users (basic up to super user)
- 3rd party accessibility (and access control in line with security policy)
- Multiple user interfaces
- Geo-data presentation of information
- Graphical reporting dashboards
- Extensive data querying and reporting options
- Export to multiple file types or formats including XLS, PDF, XML, PDF, CSV or custom format
- Audit logs track all changes to your data
- Highly configurable status workflow engine
- Validation rule sets
- API gateway access

## What's in the box

Framework elements included:

- USERS - 500 (basic licence tier)
- SECURITY - see Technical specification doc for details
- HOSTING - see Technical specification doc for details
- 50GB data storage - (expandable)
- 24/7 availability (subject to maintenance and down time)
- Support standard option
- Upgrades and fixes

The basic service includes a selection of any three modules from the current availability list.

## Delivery and set-up

In a typical deployment the following steps are required:

- Specification with customer - 3 days
- Configuration (set, check, change, set) - 6 days
- Inter-module configuration - 1 day per 3 modules
- Data migration - 1 day up to 10K record (with data owner available)
- Training - ½ day sessions for User and Super users (based on train the trainer)
- Optional system manager training

## Optional extras

- User packs: Above initial allocation



- Additional storage: 100GB, 200GB or higher
- Alternative hosting Options: GD Cloud / Client Hosted / Private Cloud
- Option to upgrade to enhanced support
- Option to outsource system management as a service
- Option for system customisations

## **Customer requirements**

- See Technical specification doc for details

For more information contact us on  
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