

PRODUCT GUIDE

RESOLVE

Product and Service Cessation



GD
PROGRESSIVE
SOFTWARE
SOLUTIONS



PRODUCT GUIDE

RESOLVE

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

Empower your teams to work more effectively with 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

Product & Service Cessation

RESOLVE is designed to support multiple business processes and one key area which it has proved especially useful in is Product & Service Cessation.

The product and Service cessation module provides a reliable and robust way to ensure that appropriate governance is applied to protect against costly mistakes which could result in lost revenue through service credits or unplanned outages.

Templates to get you started – customised to fit your requirements

This module set provides the ability to create new service or product cessation requests into RESOLVE. In a controlled manner the system helps to release assets for re-deployment elsewhere, reducing unnecessary costs and identifying potential savings.



Anytime, anyplace, anywhere – instant access to key information

Benefits of using RESOLVE Cease Management:

- A managed and efficient approach to the decommissioning of services, product or technology and removal of customer equipment
- Infrastructure and asset capacity is ready for future service delivery (reinstatement of core assets for future use)
- Any third-party and operational costs associated with the cessation of services are removed.
- Changes can be highlighted in the entire system, all parties can see the impact and saving potential – A global view of the interlinkage.
- The existence of relevant and up-to-date information on the status of assets and infrastructure
- Reduced risk on contractual service delivery.

All the benefits of bespoke, with the ease of off-the-shelf

- Cease RESOLVE consists of a number of components (each of which can be enabled or disabled depending on the process complexity).
- Cessation requests for Products and services may have significant implications on the smooth operation and financial well-being of a business. As such the RESOLVE product & service cessation module has been built to ensure no steps are taken without sufficient authority, planning, control and preparation.



Reports and exports of useful data

The RESOLVE cessation module also supports a third level of ticket assignment. These Activities, known as sub-tasks, are ticket types used where a Child Activity itself has multiple actions.

RESOLVE template functionality allows users to save time by preloading the system with common 'cease tasks' or activities.

Edit and update with ease

KPI Measurements can be tracked throughout the process to ensure activities are completed in a timely manner and all costs (spend and savings) are captured at the right time and by the right people so that there is no 'clear up' required after the activity is done.

The RESOLVE product and service cessation module can also be used to capture information of legacy systems holding data about circuits which may have been sitting active for some time (as opposed to new cease initiatives) and allow actionable data analysis and future planning to release equipment and service capacity for more profitable utilisation.

For more information contact us on
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