

ProjectRequestManager™ - A complete project request tracking solution for IT organizations

Information Technology (IT) organizations need to manage the process of escalation between the time a request is identified as a potential project and the time the project is completed. Tracking the team collaboration assignments, events and work products is key to managing the decision-making process for IT project resource allocation decisions.

With ProjectRequestManager™ you can implement workflow and business processes quickly to ensure resource allocation is effectively managed. Built on the powerful Microsoft CRM platform, it allows tailoring to your unique business rules.

Powerful Request Management Capabilities

ProjectRequestManager™ automatically creates tasks and task assignments by role once a request is escalated to a potential project. It enables the IT team to collaborate using CRM email and document library integration and provides knowledge management capability to leverage the experience and expertise of the IT staff. The solution provides status updates automatically to process participants as the project request status changes.

Document Library Interface

All participants in the collaboration process of assessing an escalation request can access a single document store, eliminating “where was that email” problems.

Optimize data views and queries

Quickly find what you are looking for when you need it. Achieve faster results when searching across large volumes of information.

Get flexible and extensible reporting

ProjectRequestManager™ provides some stock reports out of the box and it is easy to build new custom reports for each agency since it uses Microsoft SQL Server Reporting Services.

Filter offline data for synchronization

Quickly synchronize offline data. Pre-filter datasets for offline usage and access.

System Requirements

- Microsoft Office 2007/2010
- Microsoft Dynamics CRM 2011
- Microsoft SQL Server 2008
- Windows Server 2008

Outlook Integration

- Use Microsoft Office Outlook® to send and manage e-mail, store user contacts and manage your appointment calendar without having to switch between applications.
- Centralize contact information. Keep contact information in a single place. Establish a single view of candidate relationships across your organization.
- Schedule appointments and meetings.
- Unify e-mail and responses. Say good-bye to “copy and paste” for integrating your inbox and Issuing system e-mail. Automatically capture entire discussion threads within your project request records.

Customize to your style of working

Access the information you use most often. Select the workplace profile that delivers instant-access to your request and current application inventory information and activities

- Take your requests everywhere. Don't lose a step when working away from the office. Enhanced data synchronization provides full access to your request information on your laptop or mobile device.

