



ClickSoftware

Making Service Click

ClickSoftware OnDemand

On-demand workforce
management for the
service industry





ClickSoftware OnDemand

The Cloud is transforming the way Information Technology departments deploy the business applications that enable you to run your service operation most efficiently. Selecting an on-premises solution requiring up-front license payments, alongside the investment and ongoing management of the technical infrastructure is no longer mandatory. You now have a choice; on-demand; on-premises; or maybe even a hybrid model. It's your business so only you can decide on the most appropriate method for deploying your business applications.

By using the power of the Internet, on-demand Cloud computing means that your financial commitment is spread over the period of time that you need to use the application, providing you with more predictable and reliable cash-flow and expenditure predictions. You do not even have to purchase and manage the technical infrastructure; with an on-demand solution this is all managed for you.

What is ClickSoftware OnDemand?

Many software vendors only provide on-demand solutions for small and medium sized organizations. But not at ClickSoftware. For over twenty years, we have been deploying our patented ServiceOptimization Suite to hundreds of service organizations around the world to transform the way they deliver service to their customers when embarking on the ultimate journey to achieving the **goal of service excellence**.

ClickSoftware OnDemand is the only product available on the market to **any size of service business** that provides end-to-end service chain optimization with **zero technical footprint**. ClickSoftware OnDemand;

- Is the patented ServiceOptimization Suite **deployed in the Cloud**
- Consists of products that are **proven all over the world**
- Caters to **all size and complexity of workforce**
- Gives you **choice** regarding how you deploy your business application
- Provides you with a standard and configurable product set-up that **can still be customized** to suit your precise business needs

Benefits

ClickSoftware OnDemand is not just a technical solution; ultimately it's about the resulting benefits for your business. While ClickSoftware OnDemand is deployed in the Cloud, you can still **enjoy fast and tangible business benefits** that are typical to all ClickSoftware customers;

- Increased workforce productivity, efficiency, and utilization
- Lower operating costs by reducing travel, wasted journeys, and expenditures on contractors
- Minimized penalties through not missing important Service Level Agreements

- Higher customer satisfaction as your people will arrive when expected
- Higher operational efficiency by quickly managing unexpected changes to the schedule
- Higher employee satisfaction through accurate shift planning, scheduling, and rapid communication

What's Included

By subscribing monthly to ClickSoftware OnDemand, you will operate your business knowing that the underlying technical infrastructure is being competently managed and maintained on your behalf with seamless availability and always on the latest product version, by an organization with **strong financial viability** that presents **no risk to your future business continuity**.

- ✓ **The Patented ServiceOptimization Suite**
Access depends on your chosen products
- ✓ **24x7 Telephone and Email Support**
Help is always available
- ✓ **High Availability**
Giving you reliable access when and where you need it
- ✓ **Product Upgrades and Patches**
Ensures that you're always on the latest version
- ✓ **Standard Product Set Up**
To get your business up-and-running fast
- ✓ **Test Environment**
For an additional minimal monthly cost

Find Out More

For more information on ClickSoftware's on-demand and on-premises deployments of the ServiceOptimization Suite, and how these have helped **over 200,000 resources from service organizations all over the world** improve their operational efficiencies, visit www.clicksoftware.com where you can access case studies, white papers, articles, and the leading Service Optimization blog; Clickipedia.

Follow ClickSoftware in the Cloud

