OPCON
SELF SERVICE

SMA
TECHNOLOGIES

Accessible Automation

Self Service for OpCon is a browser-based solution providing access to automation at the click of a button. With Self Service, businesses can improve efficiency and security from anywhere in the world.

Empower End-Users

Self Service allows end-users to trigger OpCon processes without having to engage the IT department. All they need is a phone, tablet, or computer with a web browser. Shortcuts and links give quick access to the user's approved processes so they can easily submit any request. Self Service will enhance operational efficiencies by providing accessible automation to end-users, while the IT staff maintains control of automation.

Enhance Security and Efficiency

With Self Service, end-users no longer need accounts for all the sensitive applications in a business. Those users just need buttons set up in Self Service that are connected to automated and secured OpCon processes. This solution reduces training requirements, eliminates the need to learn multiple systems and decreases calls to IT because users can handle all service requests through the click of a button

Self Service Features and Benefits

- ☐ Web-based and mobile and tablet device ready
- ☐ OS Independent
- ☐ Instant OpCon job submission
- ☐ Enhance ERP functionality without base modifications
- ☐ Job completion notification
- ☐ Increase client satisfaction
- ☐ Templates for easy event creation
- ☐ Reduce training requirements & recurring calls to IT

Responsive, Mobile-Ready Design

The responsive design of the Self Service web interface automatically adapts to mobile devices such as smartphones and tablets. This means Self Service is easy to use with iPhones, Androids, iPads, Android tablets and PCs. Self Service is also compatible with any modern browser, so users don't have to download and learn a new application.

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Creative Customer Solutions Using Self Service

Our customers already benefit from using Self Service for OpCon, and many creative solutions have been discovered: Users are now running their own reports, thereby reducing daily and weekly calls to the IT staff. Network administrators are resetting Active Directory (AD) credentials quickly, even when away from their desk. HR team members are disabling and re-enabling users in AD with the click of a button. Managers are onboarding new employees easily by creating all required accounts with one click. Key personnel are signing off on important processes through a multi-level approval process. People are requesting documentation from any department and getting immediate email delivery. IT staff are quickly initiating failover and disaster recovery routines to keep the business up and running. Employees in any department are easily updating values in OpCon for workflows such as inventory or accounting totals. Managers are adding dates to calendars to affect special processing that has no set schedule. IT staff is managing virtual servers with simple service requests.

Completely Customizable

Administrators have many options for customizing Self Service to fit the business needs. Design tools provide a way to apply colors, images and text styles so that the purpose for a button is clear. Input screens can be customized with different types of fields and field validation rules so that the end-users have the best experience. With simple drop-down lists and date pickers, administrators can create categories to group buttons for quick and easy sorting

Business Value

- ☐ Enable end-user input
- ☐ Free up IT staff
- ☐ Improve operational efficiency
- ☐ Enhance OpCon usability
- ☐ Increase application security
- ☐ Quickly access any process