



Bluewater

IT Service management
(ASL – BiSL compliant)

Stream

Information Management

With the complexity of today's market, organizations simply cannot do without properly functioning information technology. Technology has become one of the important enablers for the implementation of any business strategy. With the increased dependency on IT, the awareness has grown that no system (technical or non-technical) can function properly without good support and service. As a result Information Managers are pressed to deliver value through effective support services within tight budget constraints and meet business priorities with agility.

“Flexible solutions for Information Management”

Bluewater establishes a bridge between IT and business processes, and between business information administrators and information managers. The expected control is gained by introducing an integrated IT Service Management process chain, based on ASL and BiSL. At the core of IT service management is the process of handling calls. Bluewater enables you to do more than just record these calls; they become an integral part of the workflow of your Information Management department and will be the basis for the 2-way communication with your end-users. Bluewater is designed to supply your business users with all the required information and support, whenever they need it, thereby allowing them to perform their tasks more efficiently.

Our ambition

Our ambition is to design and deliver a ready-to-use, process oriented Information Management suite that is tailored to your specific needs, in a matter of hours or days instead of months/years. By using innovative open source software and shared content, together with standardized cloud-based deployment, we can match user-friendliness with an unparalleled cost of ownership.

Bluewater offers an integrated content-portal and workflow system that allow both end-users and business information managers to share the same information. Bluewater puts the end-user central. Whenever the end-user has to call upon the service management organization for support he or she can transparently monitor the progress of the request in real time. This all contributes to the empowerment of end-users to perform the most complex tasks independently.

100% web-based

The application is available from every workstation or mobile device via any standards compliant web browser. Via this user-friendly work environment both the front- and backoffice workers have access to one integrated application with a central database. Even when your (IT) service desk is dispersed across several locations, everyone will always have access to the relevant data. This has become even more relevant in organizations where support has been outsourced to different partners.

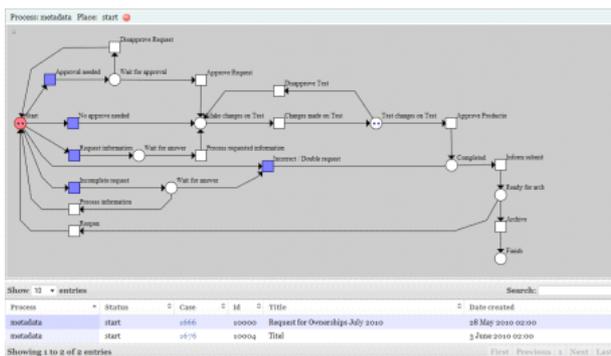
Here's what you get

A subscription to Stream's Bluewater offers a complete package. There is no complicated module structure, you will have instant access to all processes and functionalities. This includes a state-of-the-art enterprise 2.0 platform on which end-users can share and collaborate with each other and with information managers. The highly intuitive workflow engine serves as a real-time dashboard for the managed processes and allows efficient control for both support staff and management. The included best practice processes can be adapted to your specific needs. This is complemented with superior customer support, regular updates and secure hosting. Future improvements to the Bluewater product suite will come available to you at no additional charge.

“Self service reduces costs and increases customer satisfaction”

Integrated Portal for self-service and collaboration

The portal acts as a communications instrument to the business users community. A broad variety of information can be published through the portal, including detailed status information on processes and frequently asked question. Knowledge that has been built up over the years can be unlocked by the knowledge base, FAQ-pages and Wiki.



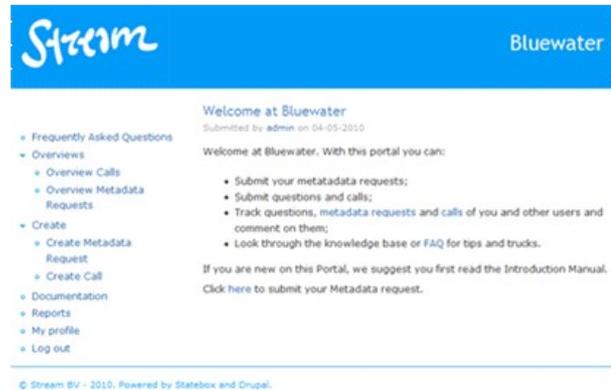
Extensive and flexible reporting

Reports are essential in order to oversee and manage the progress of calls and to facilitate the Change Advisory Board or End-User meetings. Standard reports are included in Bluewater, but it is easy to design your own report for special information needs. Using report / view wizards you can easily define and save reports yourself step by step. The results can be exported to HTML, Microsoft® Excel, Adobe® PDF or RSS/feed.

Transparent pricing model

Bluewater is simple to order and priced to fit today's stringent budgets. We've deviated from traditional pricing models to offer the suite as a SaaS-based, single and comprehensive bundle. The subscriptions are flexible so your users do not have to worry about being unable to log on, which can happen with floating multi-user licenses.

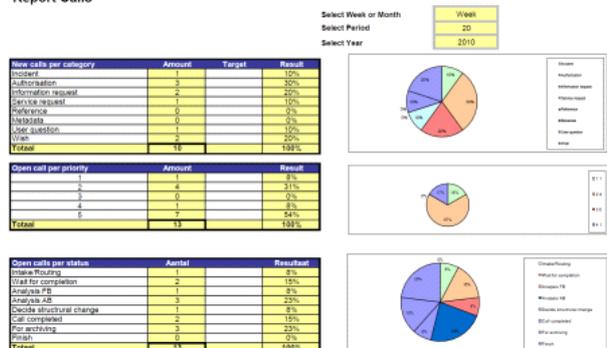
You pay only for what you need, when you need it. No huge up-front fees, no hidden charges, no maintenance extortion. You can take advantage of significant cost savings, as compared to floating licenses. And since you can purchase as few or as many subscriptions as you need, the solution can cost-effectively scale to support your organization's growing needs. Because of our SaaS-approach the subscription fees are one of the lowest in the market and because we perform all maintenance and support, our clients never have to worry about when and where to go for support.



Process oriented worklist and dashboard

The workflow supports business information managers with the day-to-day execution of processes, automates important tasks like notification of business users and publication of workflow status on the portal. Furthermore it gives manager a visual consolidation of everything they need to manage and allows them to stay on top of things more easily.

Report Calls



Supported Processes

- Call/incident management
- Problem management
- Request for change (includes governance)
- Release Management
- Issue management
- Configuration and Patch Management
- Service Level Management
- Supplier Management
- Master Data Management
- Extendible with ITIL, onboarding, etc.

General functionality

- Graphical user interface workflow
- Adaptable data-model
- Create your own custom views and reports
- Management dashboard
- Automatic email notification
- Supports multiple applications
- Separate workgroups
- Supports multiple organizational units
- Automatic registration of e-mails

User friendly Portal

- "Closed" anonymous access
- Secure login for authenticated users
- Place comments; engage in discussion
- Add attachments to issues/calls
- End-user records to simplify data-entry
- Full web content management system
- Fine-grained authorization at field level
- Full text search
- Simple links between content
- Surveys/Polls
- Content tagging

Knowledge Sharing

- Knowledge base (auto-grow)
- Wiki
- Forum
- FAQ pages

Integration

- Flexible interfacing (2-way services interface)
- Export content to Word/Excel, etc.
- RSS feeds
- Workflow integration from e-mail

Secure hosting

- Dedicated virtual server (private cloud)
- Firewall protection
- Separated networks
- Daily updates of OS
- All traffic SSL secured
- Access based on IP-range
- VPN access (option)
- Role based security

Audit trail

- full tracking of changes
- full tracking of workflow actions

System management and support

- Daily backup (restore on request)
- live support within office hours
- 7 * 24 availability (98.5% uptime guarantee)
- Continuous performance monitoring

Supplying software involves more than simply the delivery of the software. Software is of little use without being fine-tuned to the wishes and requirements of the user. The power of Bluewater lies in the flexibility to alter the software according to your needs and processes.

You can use Bluewater out of the box or we can help you every step of the way - from designing the processes, tailoring the software and training your employees.

Stream

For more information

Would you like to find out more about Bluewater or other Stream services? Please do not hesitate to request more information at our website or call us. With pleasure we show you what Bluewater can mean for your organisation.

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About Stream

Stream is an independent consulting and services company specialized in fast creation of business process solutions.

Stream was founded in 2008 as a result of several years of research and development in process management software.

Our aim is to deliver working Business Process Solutions in the shortest possible time frame.