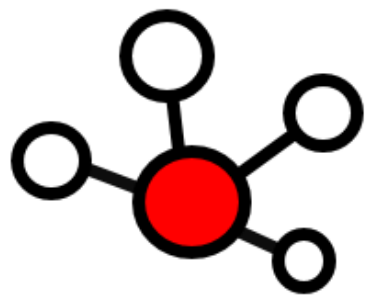




Next Generation
Services Management

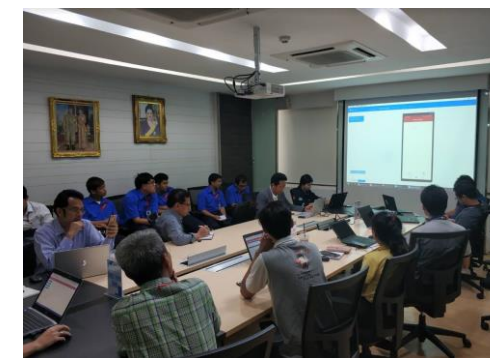
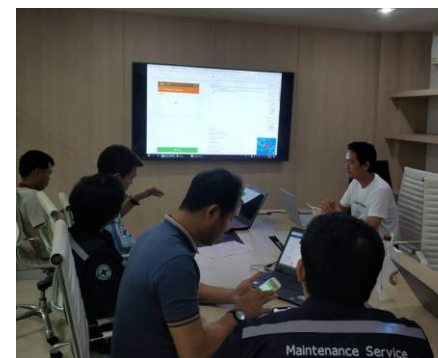
Presented by Chon Solutions



Chon Solutions Co., Ltd.

Chon Solution Co., Ltd. was established in 2016. Based on the experience of the founders over 19 years in the field of IT Services and IT Consult. We have experience related to Services, allowing us to understand the needs of customers.

Our has been developing the Services F1 system since its inception to the present. For more than 3 years, Service F1 has been accepted by small to large companies. Services F1 ITSM will be one of our pride that Thai Software ITSM has received. More and more acceptance



is Software as Services for manage your services KPI and Customer satisfaction, Services F1 comply on ISO20000 or ITSM (IT Services Management) , easy to used and more efficiency.

ISO20000 (ITSM)



Support 4 services model

IT Services



Facility Management



Corrective / Maintenance



Project

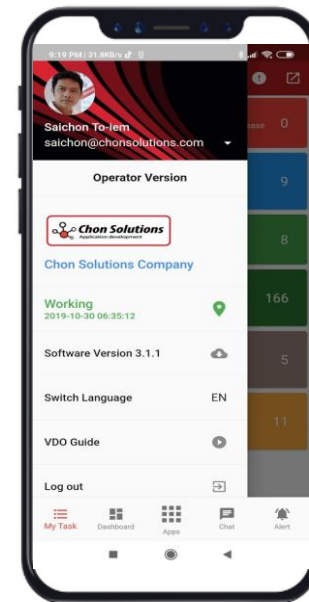
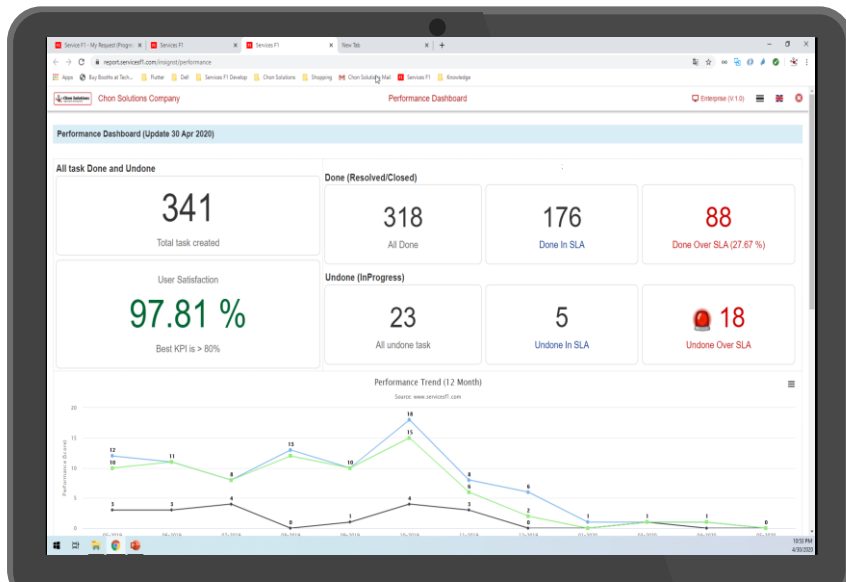


Customer Reference



Platform Support

- On PC with Chrome / Safari
- On Mobile with IOS 12+ / Android 6+
- 10 Language Supported (Thai, US, Korea, Japan, Lao, Myanmar, Indonesia, India(Hindi) and Other)
- Support Worldwide Time Zone

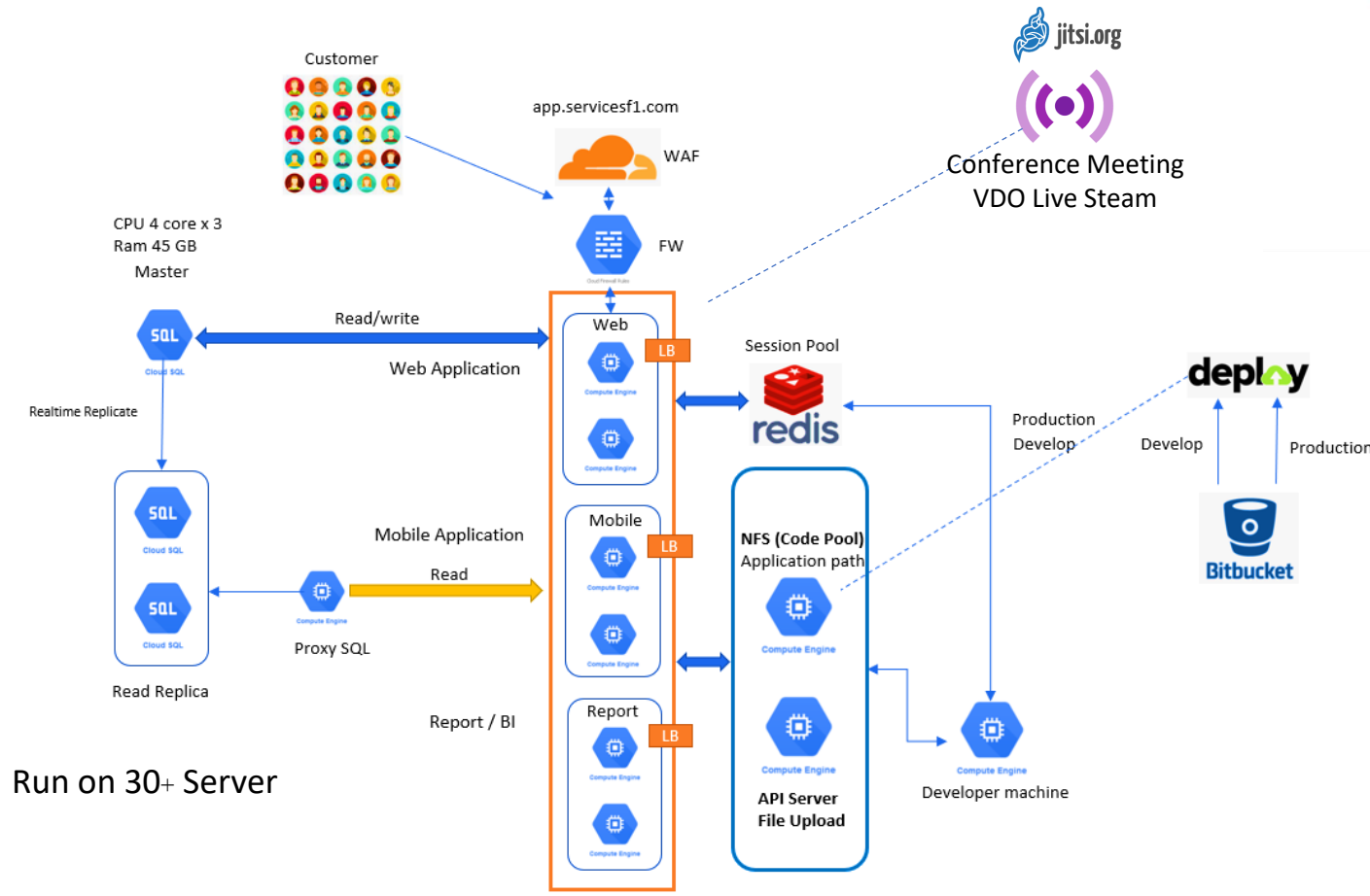


IOS 12+



Android 6+

Services F1 Infrastructure



Run on 30+ Server



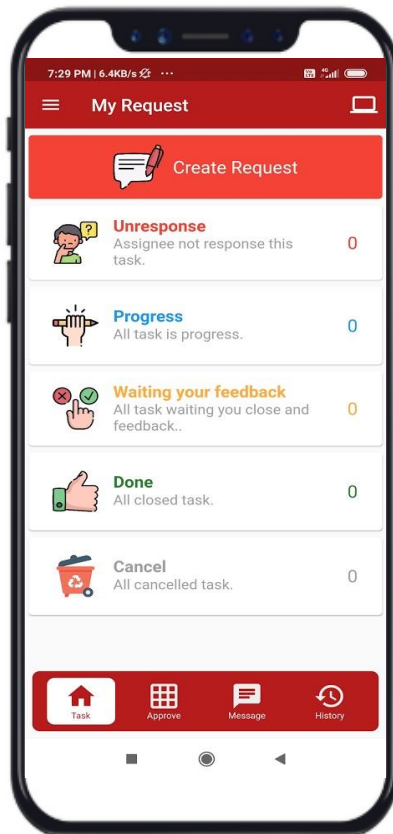
Google Cloud Platform

Taiwan



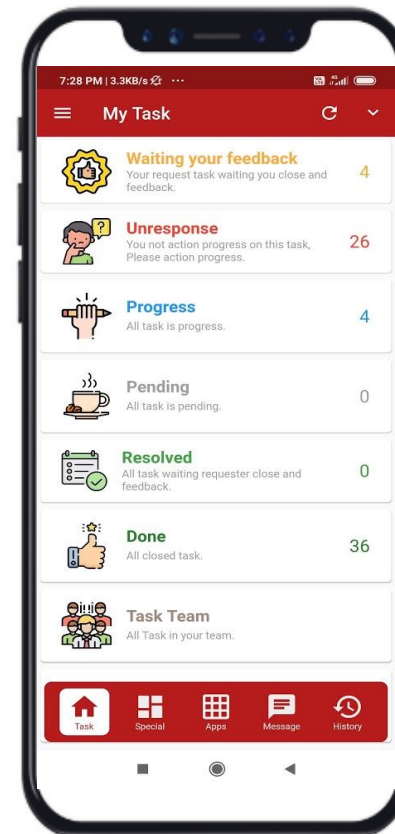
2 Version of Mobile

For Requester



- Push Notification
- Services Request
- Services Follow-up
- Evaluate

For Assignee



- Push Notification
- Share Location
- Task Update
- Devices Check
- Assign Task
- More Feature.

User Self Request



Step 1 : Choose your name *Required*

Choose your name

Step 2 : Choose your problem

▶ **Problem Category** *Optional*

Choose problem category

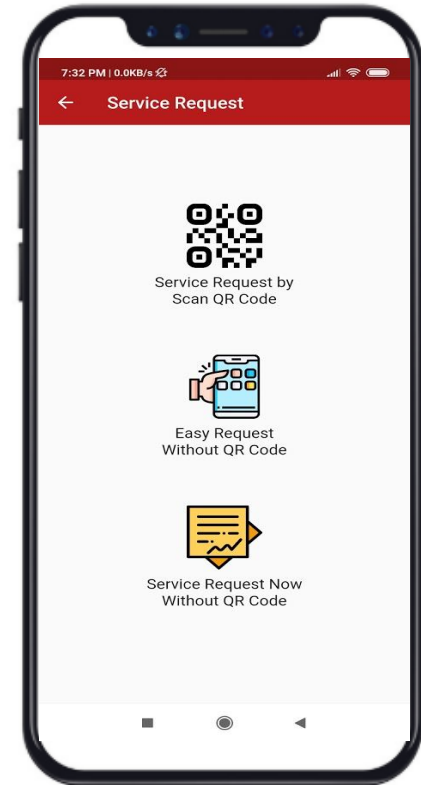
▶ **Problem List** *Required*

Choose problem list

Step 3 : Enter your problem detail.: *Required*

Enter problem detail...

Send Request



Mobile App

Asset Management


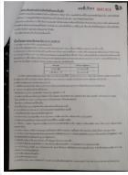



Manage and checking devices history

Chon Solutions Company Asset Devices

Dashboard Project Profile Services Knowledge Base Branch / Customers Asset CMDB Suppliers Daily Check Contract Reports Time

Asset Devices / CA20190001

[Back](#)
[Edit](#)
[Upload Photo](#)
[Service Note](#)
[Asset Knowledge](#)
[QR Code for App](#)
[QR Code for Web](#)
[QR Code Support for Web](#)
[Refresh](#)
[Delete](#)

Photo:	    
Main Asset Number:	-
Asset Number:	CA20190001
Account Number:	-
Asset Type:	Laptop
Asset Owner:	Saichon To-iem (Allocate Date: January 27, 2019) Cancel
Branch / Customer:	Chon Solutions Cancel
Supplier / Vendor:	บริษัท ไอที ซิตี จำกัด (มหาชน) Cancel
Brand:	Microsoft Corporation
Model:	Surface Book 2
Serial Number:	012306282357
Description:	ของแถม 1. Power Adapter 44W
Status:	In Use

7:18 PM | 5.5KB/s

CA20190001

Asset Number
CA20190001

Product Name
Microsoft Corporation

Model
Surface Book 2

Type
Laptop

S/N
012306282357

Buy Date
2019-01-26

Total Month of Warranty
12

Start Warranty
2019-01-26

End Warranty
2020-01-26 (In Warranty)

User Owner
Saichon To-iem

Asset Info Photo Task Ref Tools

7:18 PM | 390KB/s

CA20190001

Photo

Asset Info Photo Task Ref Tools

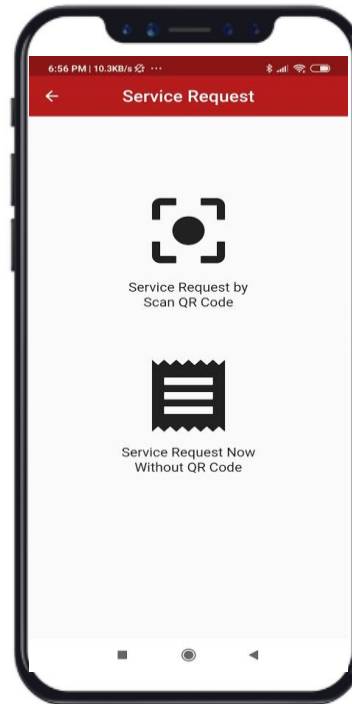
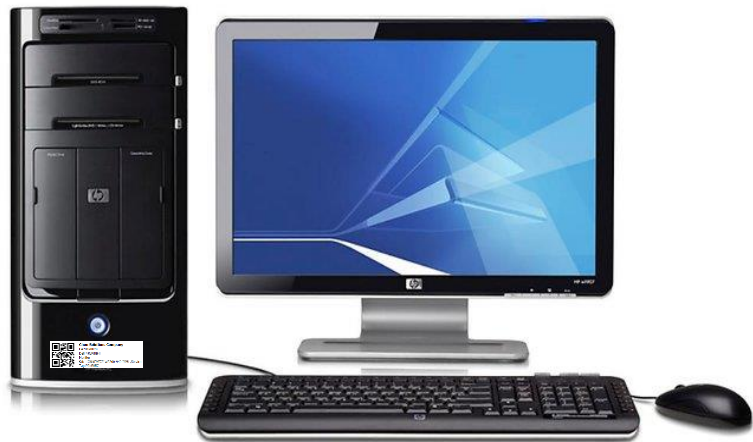
Asset QR Code

Generate QR code for your asset.

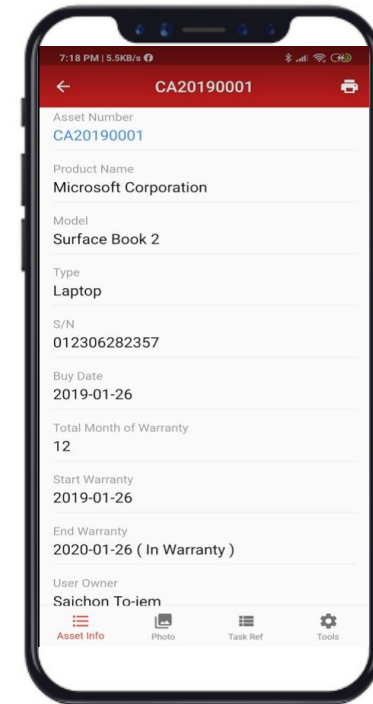


Services Request by Asset QR Code

provide for customer scan to request services.



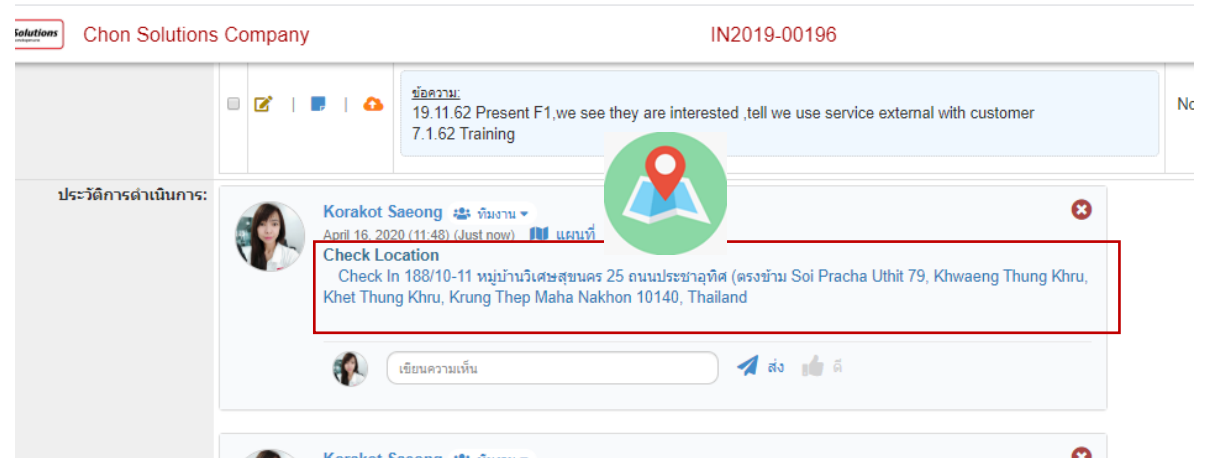
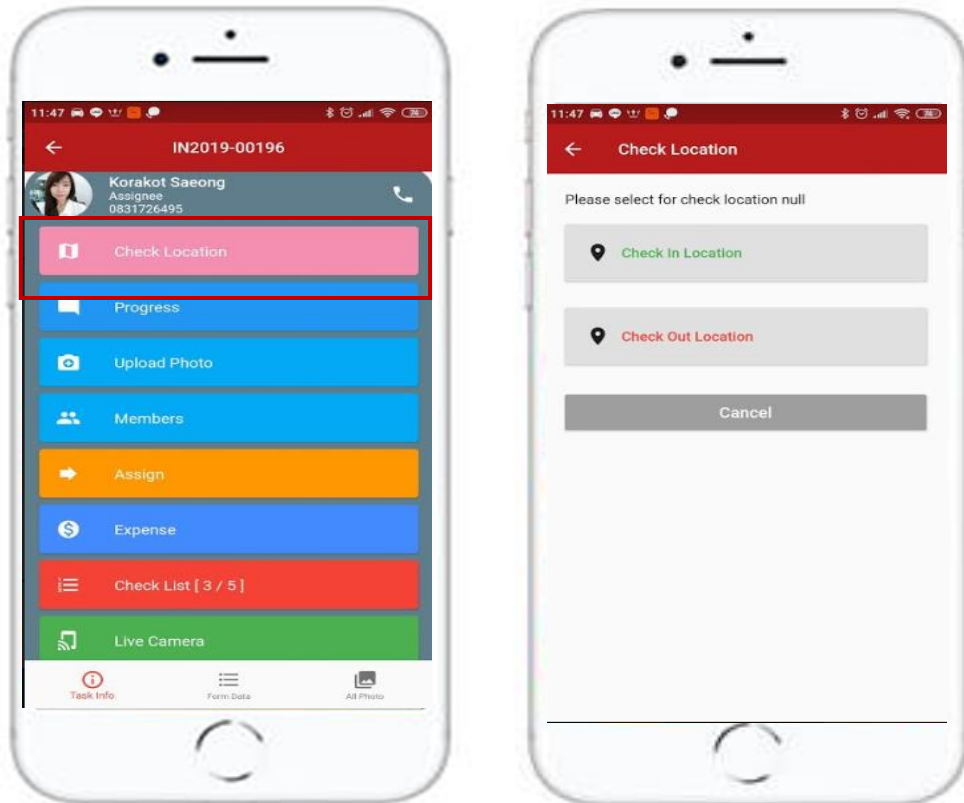
แจ้งซ่อม



ดูข้อมูลประกัน

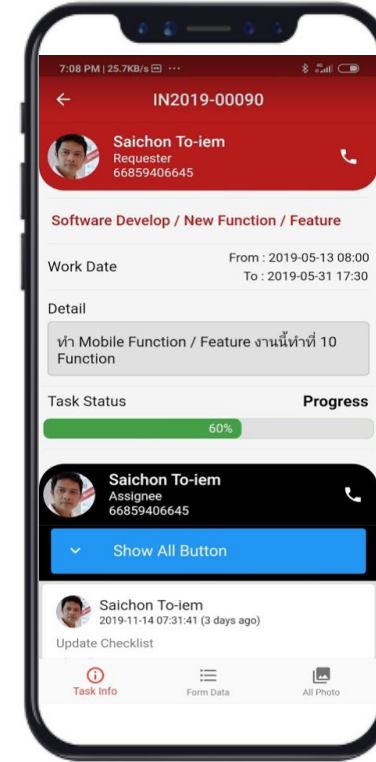
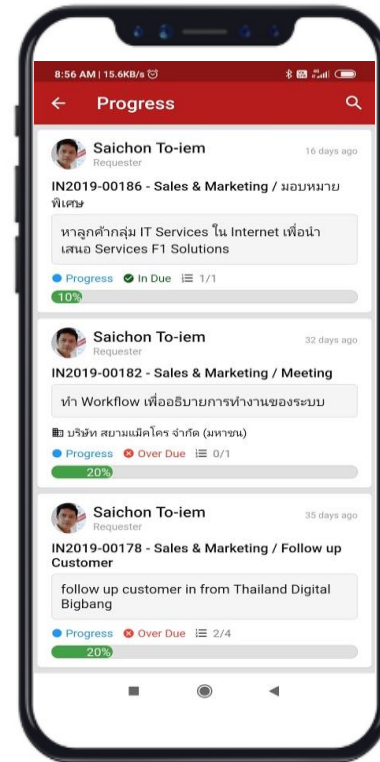
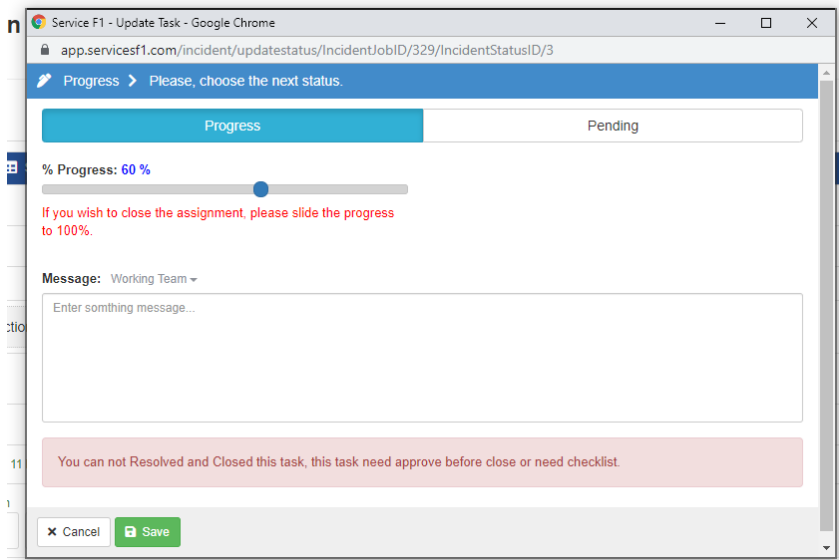
Location Check

For supporter check in / check out location.



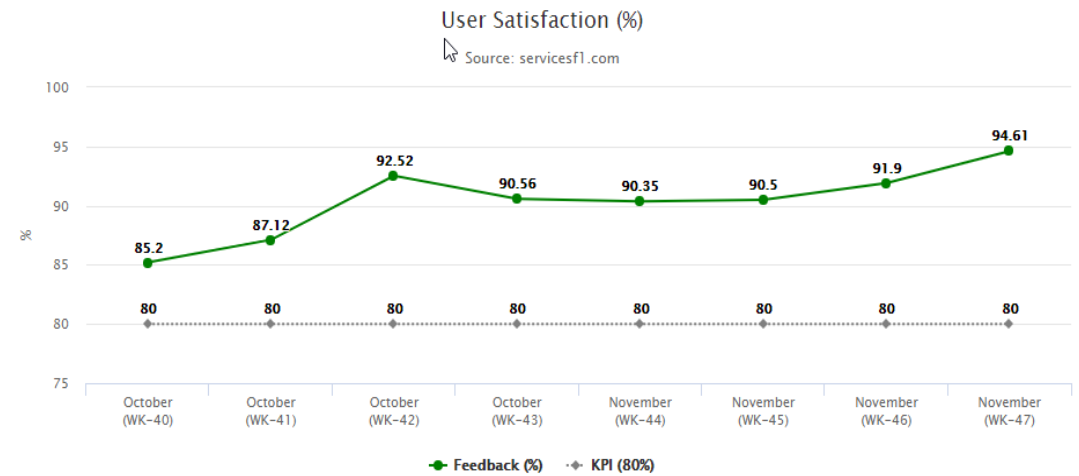
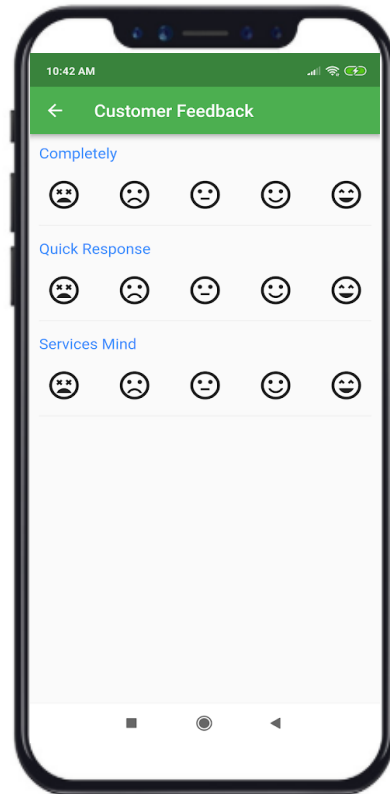
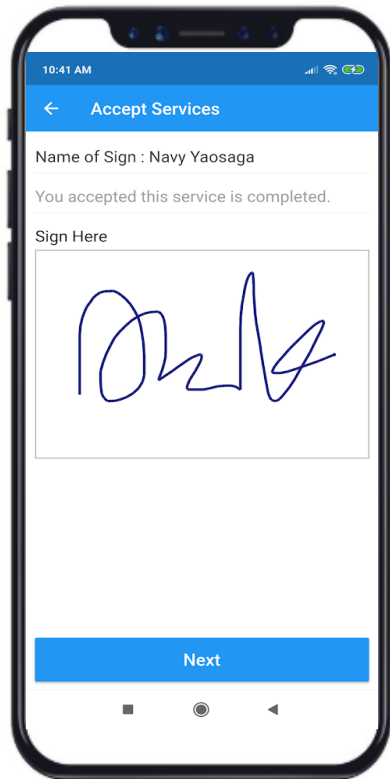
Update Progress

For supporter update progress information, help manager to monitor and follow up task in Realtime.



Customer Sign & Feedback

For customer sign and feedback to services



SLA Management

Manage SLA for services.

Services F1 - Manage SLA - Google Chrome
<https://app.servicesf1.com/sla/index>

Manage SLA

[+ Add SLA](#)

No.	SLA Name	SLA Hour
1	2 Hours	2
2	4 Hours	4
3	6 Hours	6
4	8 Hours	8
5	24 Hours	24
6	48 Hours	48

Services F1 - Google Chrome
<https://app.servicesf1.com/config/slamatrix>

Severity Matrix Enable

Urgent / Impact	Critical	High	Medium	Low
Critical	16 2 Hours	12 4 Hours	8 4 Hours	4 8 Hours
High	12 4 Hours	9 4 Hours	6 8 Hours	3 48 Hours
Medium	8 4 Hours	6 8 Hours	4 8 Hours	2 48 Hours
Low	4 8 Hours	3 48 Hours	2 48 Hours	1 48 Hours

CMDB

การสร้างความสัมพันธ์ของ Asset ที่มีผลกระทบต่อ Business

- CMDB
- CI Type
- Relation Type

Manage Configuration Item

Create Type

CI Type	Description	CI Item	Tools
Cloud Services	Cloud application used for manage internal company	4	Edit Manage CI Item Delete
Database	Database for Application	2	Edit Manage CI Item Delete
Department		1	Edit Manage CI Item Delete
Financial	About financial process	3	Edit Manage CI Item Delete
Group Team	กลุ่มงาน	2	Edit Manage CI Item Delete

All Configuration Item : Server

[Back](#) [Create CI](#) [Asset](#) [Software](#) [Company](#) [Department](#) [Group](#) [Users](#) [Supplier](#) [Contract](#) [Knowledge](#)

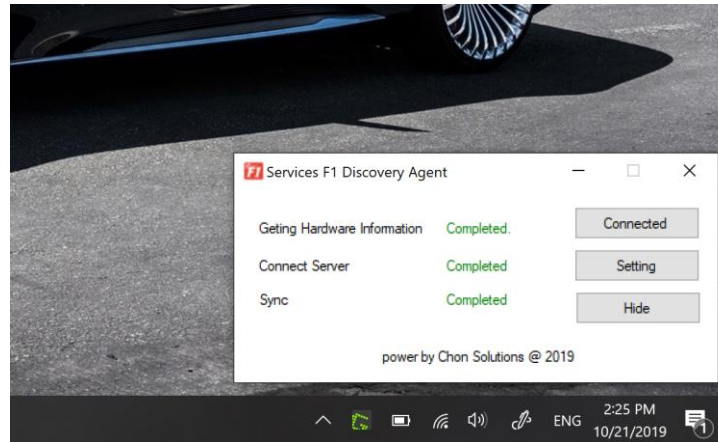
Reference CI Type	CI Name	Description	Open Relation	Tools
Asset	hr-front-1	Server PMS https://pms.servicesf1.com	CA20190024 / Cloud Server	Edit Manage Relation Delete
Asset	proxy-sql	Proxy SQL for Services F1	CA20190025 / Cloud Server	Edit Manage Relation Delete
Asset	s4-nginx-servicesf1-com	Services F1 front server	CA20190023 / Cloud Server	Edit Manage Relation Delete
Asset	s5-nginx-servicesf1-com	Services F1 front server	CA20190026 / Cloud Server	Edit Manage Relation Delete

Agent discovery hardware / software (Windows Only)

Hardware Information

Services Contract: -									
Remark: มีประวัติการซ่อมที่เขต 1 ของ IT City									
Agent Sync: 2019-10-16 19:00:34									
Devices Part Sub Asset Computer Spec Software License Software Installed Ref. Task Services Note Asset Knowledge Logs									
Host	OS	CPU	HDD			RAM			
			Drive	Total	Usage	Free Space	Part Number	Speed	Slot
CA20190001	Microsoft Windows 10 Pro	Intel(R) Core(TM) i5-7300U CPU @ 2.60GHz	C:	241.96 GB	104.05 GB	134.68 GB	H9CCNNBJTALAR-NUD	4.10 GB	BANK 0
			D:	375.59 GB	64.21 GB	304.08 GB	H9CCNNBJTALAR-NUD	4.10 GB	BANK 2

Power by Chon Solutions © 2016



Software Install

Devices Part Sub Asset Computer Spec Software License Software Installed	
License Type	Software Name
Free License	AVG Update Helper
Free License	ClickOnce Bootstrapper Package for Microsoft .NET Framework
Free License	Greenshot 1.2.10.6 1.2.10.6
Free License	Jitsi
Free License	Pencil 3.0.4 3.0.4
Free License	PuTTY release 0.70 (64-bit) 0.70.0.0
Free License	UpdateAssistant 1.19.0.0
Unlicense	7-Zip 19.00 (x64) 19.00
License	Android Studio 3.3
License	HitFilm Express
License	HitFilm Express 11.0.8319.47197
License	Office 16 Click-to-Run Licensing Component
	Amazon Redshift ODBC Driver 64-bit
	Amazon Redshift ODBC Driver 64-bit 1.3.7.1000
	DiagnosticsHub_CollectionService
	DiagnosticsHub_CollectionService 16.1.28901
	Entity Framework 6.2.0 Tools for Visual Studio 2019
	Git version 2.21.0 2.21.0
	Google Drive File Stream 33.0.16.0

Routine Task

For create auto assign task such as daily operation task for technical team.

The screenshot shows the 'Add Routine Task' form in the Services F1 application. The form is titled 'Add Routine Task' and is located at the URL 'https://app.servicesf1.com/routinetask/addroutine'. The form includes the following fields and options:

- Routine Name:** A text input field.
- Routine Type:** A dropdown menu set to 'Weekly'.
- Create Time:** A time picker set to '08:00'.
- Services Catalog:** A dropdown menu with the option 'Click To Choose Services Catalog...'.
- Detail:** A large text area for additional details.
- Branch / Customers:** A search button labeled 'BRANCH / CUSTOMERS'.
- Requester:** A text input field with a search icon.
- Assignee:** A text input field with a search icon.

At the bottom of the form, there are 'Cancel' and 'Save' buttons. The 'Save' button is highlighted in green.

On the left side of the interface, there is a 'Score List' table with the following data:

Score List	
Create Task	17
Task Difficulty	188
Meet SLA	114
Best Feedback	180
Total Score	499
100 Score = 1 Level	

Report Template

For design report for services by online tools.

Reports Template

Template:
IT Consult Report

Type:
Services Template

B i U A: [Rich Text Editor Icons]

Consulting Report

วันที่ดำเนินการ {TaskCreateDate}

Customer

{Branch/Customer}

{Branch/Customer | Address1} {Branch/Customer | Address2}

{Branch/Customer | Phone}

{TaskCategory}

รายละเอียดงาน
{TaskDetail}

{CheckList}

Print

Consulting Report

วันที่ดำเนินการ 26 Aug 2019

Customer

Chon Solutions / Dixell Asia

Product & Services / Meeting

รายละเอียดงาน
ประชุมกับ carria

Task	Status	Detail

ผู้ดำเนินการ	ผู้จัดงาน
Saichon To-iem	Saichon To-iem
วันที่ดำเนินการเสร็จ	วันที่มีมติปิดงาน
/	/

Report

Services

Dashboard Services Knowledge Base Customers Asset Stock / Part Contract Reports Administrator Tools

From: To: Assignee: Query Clear

All Task / Over SLA

Status	Sum
New	0
Assigned	0
Progress	5
Pending	4
Resolved	1
Closed	80
Cancelled	24
Total of Sum	114

SLA Active	Warning Over SLA	Over SLA	Met SLA
1	8	59	22
1.10 %	8.79 %	64.84 %	24.18 %

SLA by Category

Status	SLA Active	Warning Over SLA	Over SLA	Met SLA	Sum
IT Consulting	0	0	25	10	35
Project	1	0	2	1	4
Training	0	0	8	1	9
Incident / Can not power on	0	0	0	1	1

Services

Solutions Knowledge Base Customers Asset Stock / Part Contract Reports Administrator Tools

Closed: 80
Cancelled: 24
Total of Sum: 114

Satisfaction of Services

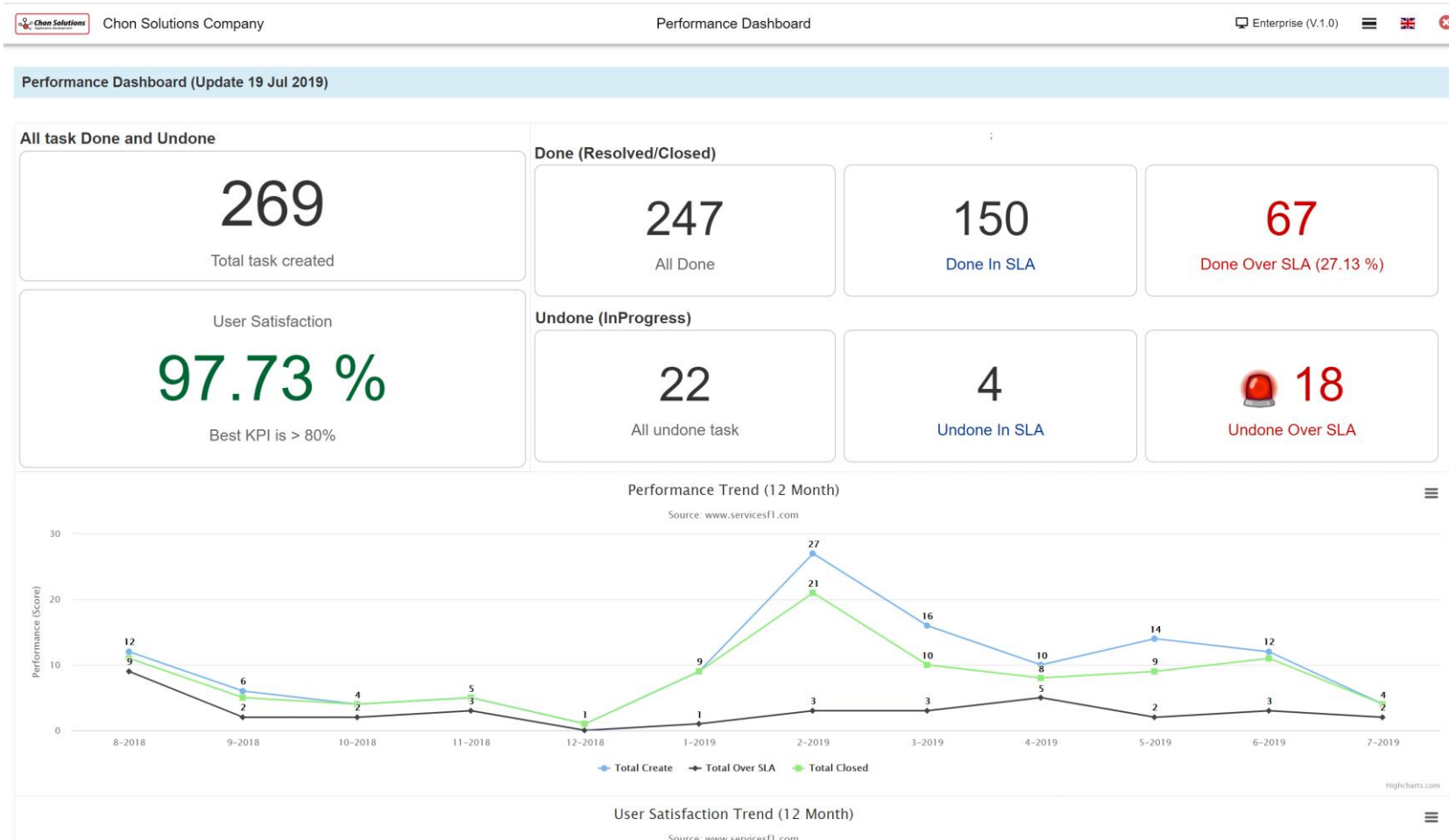
Status	Feedback	Services Quality	SLA Active	Warning Over SLA	Over SLA	Met SLA	Sum
IT Consulting	90.48 %	28.57 %	0	0	25	10	35
Project	100.00 %	25.00 %	1	0	2	1	4
Training	100.00 %	11.11 %	0	0	8	1	9
Incident / Can not power on	94.74 %	100.00 %	0	0	0	1	1
Consulting Report Meeting	100.00 %	0.00 %	0	0	2	0	2
Job Assign	96.67 %	100.00 %	0	0	0	4	4
IT Consulting / Entech	100.00 %	50.00 %	0	0	2	2	4
IT Consulting / บริการซ่อมบำรุงคอมพิวเตอร์	100.00 %	100.00 %	0	0	0	1	1
ISO / DAR	86.67 %	100.00 %	0	0	0	1	1
Total	95.51 %	57.19 %	1	8	59	22	90

Satisfaction of Assignee

User	Feedback	SLA Active	Warning Over SLA	Over SLA	Met SLA	Sum
Korakot Saeong	100.00 %	0	0	1	0	1
Saichon To-iem	94.60 %	1	8	58	22	89

Report

12 Month Report



Report

Daily Dashboard for monitor task.

Chon Solutions Company
Customize Insight
Enterprise (V.1.0)

Start: 2019-07-01

End: 2019-07-31

Group: All

Assignee: All

[Search](#)

Auto Reload: 1 Minute

Mode: Task Create

Today | This Week | **This Month**

Task Created

8

Task by Status [Graph](#) | [Table](#)

Status Name	Total
New	0
Assigned	0
Progress	0
Pending	0
Resolved	0
Closed	4
Cancelled	4
Total	8

Request Channel

Status Name	Total
Undefine	8
Call In	0
Email	0
Line	0
Web Site	0
Open Ticket	0

Top Undone Task

Saichon To-iem	
Undone	0
Done	1

Navy Yaosanga	
Undone	0
Done	1

Korakot Saeong	
Undone	0
Done	2

Due & Overdue

Status	Total	In Due	Miss Due
Undone	0	0	0
Done	4	2	2

Undone Task by Urgent / Impact [Undone](#) | [All](#)

Urgent / Impact	Critical	High	Medium	Low
Critical	0	0	0	0
High	0	0	0	0
Medium	0	0	0	0
Low	0	0	0	0

Total by Services Type

Services Type	Total
Undefine	8
Incident	0
Problems	0
Change	0
Request / Assign	0
Project	0
Total	8



Report

Report for monitor work load

Workload Dashboard by week

Year:
 Month:
 Week:
 Groups:
 Status:

Week (22)		Mon (27/05/19)	Tue (28/05/19)	Wed (29/05/19)	Thu (30/05/19)	Fri (31/05/19)	Sat (01/06/19)	Sun (02/06/19)
Korakot Saeong	Sr. Sale Admin	Workload : 100%	Workload : 100%	Workload : 100%	Workload : 100%	Workload : 100%	Workload : 100%	Workload : 100%
Navy Yaosanga	Software Engineer	Workload : 100%	Workload : 100%	Workload : 100%	Workload : 100%	Workload : 100%	Workload : 100%	Workload : 100%
Saichon To-iem	Managing Director	Workload : 100%	Workload : 100%	Workload : 100%	Workload : 100%	Workload : 100%

Report

รายงาน งานที่กำลังดำเนินการแยกเป็นทีม

[< Back](#) [Insignst](#) / [Tools](#)

Jobs In Progress

22

Total Jobs In Prograss

4

In Progress (Normal)

18

In Progress (MissDue)

82 %

%Missdue

by Squad

Sales

Unassign in Squad	0
In Progress (Assigned)	10
In Progress > (1 - 2 Days)	0
In Progress > (3 - 6 Days)	0
In Progress > (7 Days)	10
Total Undone	10

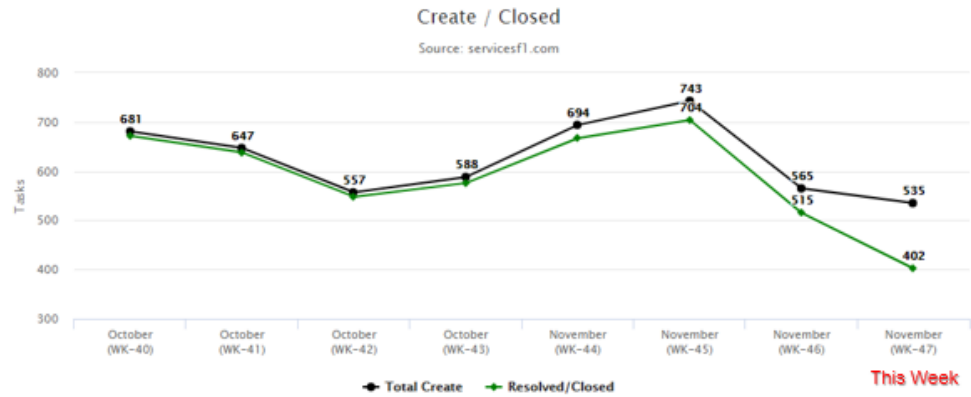
Software Engineer Team

Unassign in Squad	0
In Progress (Assigned)	18
In Progress > (1 - 2 Days)	0
In Progress > (3 - 6 Days)	0
In Progress > (7 Days)	18
Total Undone	18

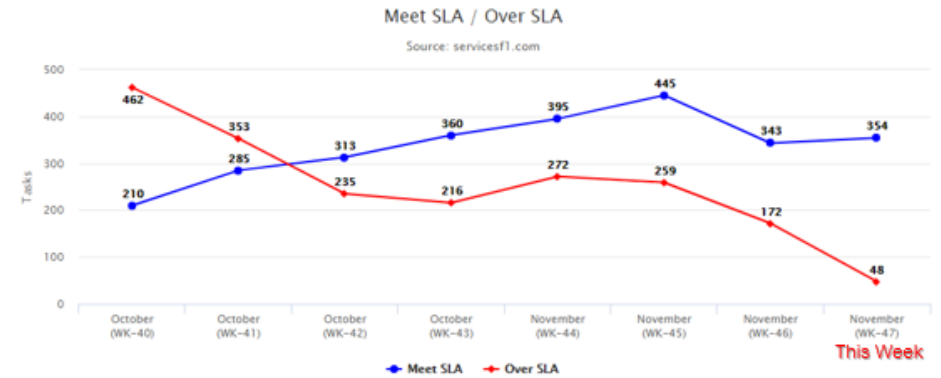
Report

Performance Report

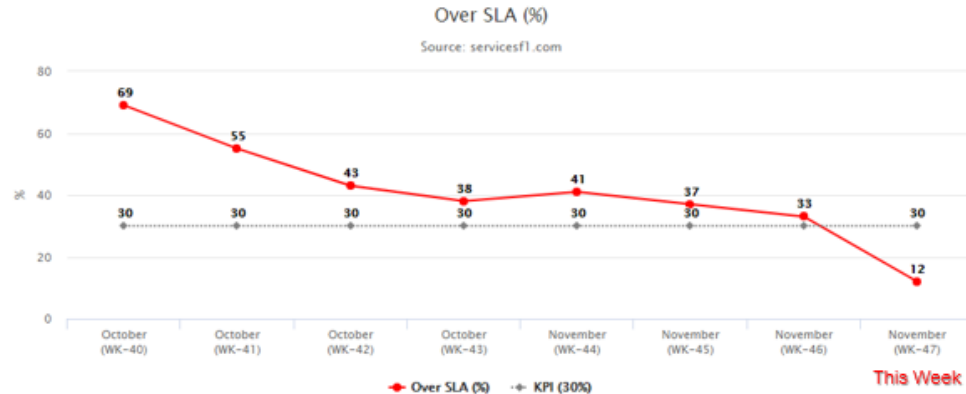
จำนวนงานทั้งหมดเปรียบเทียบรายสัปดาห์



เปรียบเทียบงาน Meet SLA และ Over SLA เปรียบเทียบรายสัปดาห์

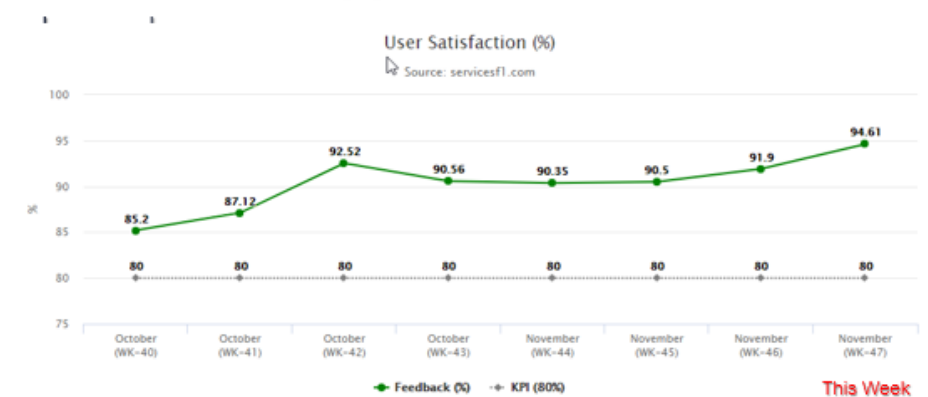


Trends งานที่ Over SLA (%) เปรียบเทียบรายสัปดาห์



แนวโน้มงานที่ Over SLA ลดลง
ทดสอบตั้ง KPI งานที่ Over SLA ต้องไม่เกิน 30% ของงานทั้งหมด

Trends User Satisfaction (%) เปรียบเทียบรายสัปดาห์



งานที่ Over SLA ลดลงทำให้ User Satisfaction เพิ่มขึ้น
ทดสอบตั้ง KPI ความพึงพอใจของ User ต้องไม่น้อยกว่า 80%

CMMS / FM Comparison

Compare				
Price	800 B+	1,500 B+	5,200 B+	6,000 B +
VDO Call (Option)	Yes	No	No	No
Manage Project	Yes	No	No	No
Requester Mobile (Option)	Yes	No	No	No
หากซื้อที่ 20 License / ปี	192,000	360,000	1,248,000	1,440,000
บริการหลังการขาย	ผู้พัฒนา	Partner	Partner	Partner

ITSM Comparison

Compare				
Price	800 B+	3,000 B+	1,800 B+	x00,000 B
VDO Call (Option)	Yes	No	No	No
Manage Project	Yes	No	No	Yes
Requester Mobile (Option)	Yes	Yes	Yes	Yes
หากซื้อที่ 20 License / ปี	192,000	360,000	1,248,000	1,440,000
บริการหลังการขาย	ผู้พัฒนา	Partner	Partner	Partner



Thanks