PSA Reference Architecture

PLAT4MATION

Omnichannel Tourchpoints

- API (SIAM)
- Phone/CTI
- Web/Portal
- Mail
- Mobile/App

Customer Engagement

- Service Catalogue
- Lead (customer contract)
- Communities
- My product overview reporting
- Runtime Service Health
- Proactive Communication
- Virtual Agent Chat
- Knowledge Base
- Delivery Dashboard

Service Manageemnt

- Reports
- Knowledge Management
- Request
- Case Management
- Incident Management
- Service Level Agreement
- Problem Management
- Change Management

Sales and Contract Management

- Contacts
- Opportunities
- Contract (i.e. SoW)
- Contract Renewals and Amendments
- Offerings
- Purchase Order

Billing and Invoice

- Billing Rules and Rates
- Invoice Generation
- Credit and Collection
- Invoice Approvals
- Company
- Cost Centers

Project Financials

- Cost Management
- Budgeting
- Profitability and Revenue Analysis
- Forecasting

Analytics and Reporting

- Performance Analytics
- Dashboards & Visualisations
- Ad-hoc Reporting
- Project Reports
- Resource Reports
- Financial Reports
- Operational Reports

Delivery and Project Management

- Project Management
- Project Planning
- Project Task Management
- Agile Boards (Scrum, Kanban)
- Portfolio Management
- Change Requests

Resource Management

- Resource Requests
- Resource Staffing
- Scheduling
- Capacity Planning
- Utilization Tracking
- Skill Management

Time and Expense

- Timesheet Management
- Expense Management
- Time Entry
- Time Approvals

Support Functions

- Marketing
- Internal Communication
- Bid Management
- Strategy Management (OKR)
- Innovation & New Offerings
- Talent Acquisition
- Skills Management
- Learning and Development
- Knowledge Management
- Legal Advice & Consulting
- Accounting

Integration layer

- CONNECT4U
- SOAP, REST API
- Integration Hub

3rd Party Applications & Systems

- CRM
- Signing Tools
- Financial Systems
- Pension Systems
- Presense / Time-tracking
- On Demand Training

Legend

- Strategic Portfolio Management (SPM)
- IT Service Management (ITSM)
- Customer Service Management (CSM)
- Core Platform Feature
- relates to
- connects