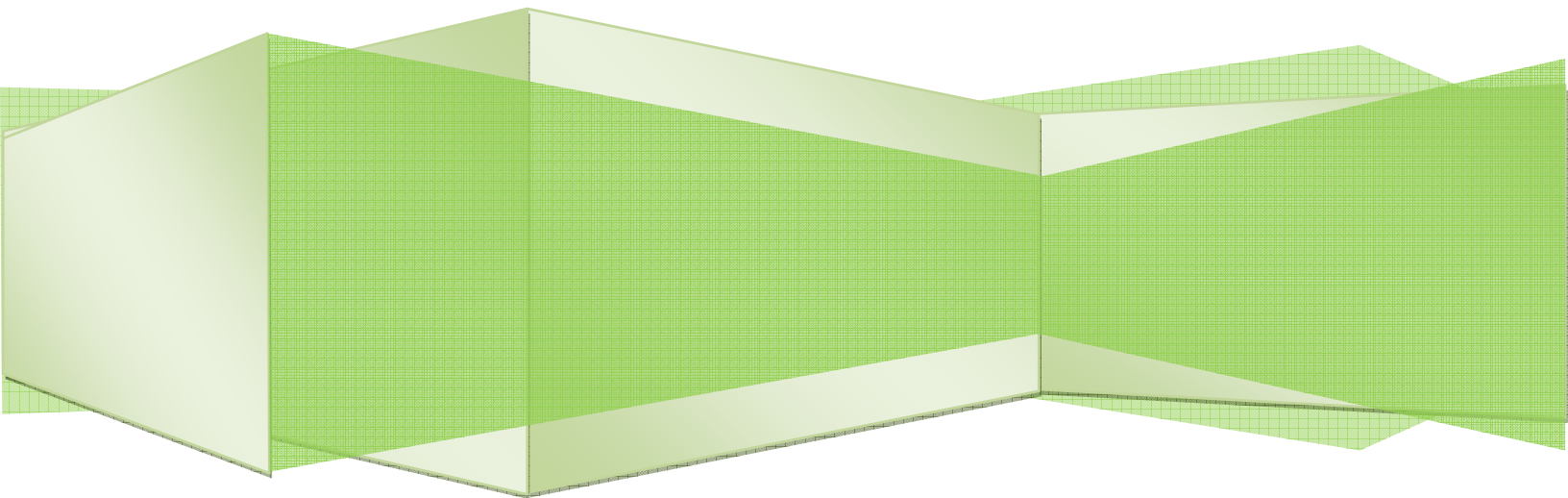# 10 Minute Guide to Multi Tenancy

Learn how to make Business Units work for you…

ManageEngine SupportCenter Plus

Introduction

In this globally-connected era, every organization, big or small, is divided into Business Units based on their activities and products they develop or handle. The requirements and configurations of a support team in one Business Unit may not be the same in another Business Unit.

Say, a Business Unit handling the queries of Chat software would have set the Categories as Connection related Queries, Editor Queries, and Chat Transcript Export Queries. On the other hand, the Business Unit handling the queries of a Network Management Product would set the Categories as Monitoring Queries, Alert Queries, Discovery related Queries, and Protocol related Queries. Hence, there is a need for every Business Unit to have configurations that suit their requirements.

ManageEngine SupportCenter Plus provides this need through the Business Unit feature. The configurations, customer information, issues raised, and the support team can be organized and maintained independent for every Business Unit.

Before getting into the configurations and modules based on Business Units, let us understand the roles and privileges offered to a support representative in Business Units.

Support Representative: Ability to be associated to multiple Business Units, and assigned with different roles for every Business Unit.

- **Administrator:** Privilege to configure and manage the Business Units, and all general features of the organization.

- **Business Unit Administrator:** Privilege to configure the Business Unit specific features of their associated Business Unit.

Business Unit Specific Features

Admin Configurations

On installing ManageEngine SupportCenter Plus application, the configuration wizard opens to view the following tabs,

- Manage Business Units
- Business Unit Settings
- General settings

Manage Business Units

Add, edit and delete Business Units in addition to view all the active/inactive Business Units in the organization.

Business Unit Settings

Configurations independent for every Business Unit in an organization such as, Roles, Notification rules, Business rules, Helpdesk Customizer and so on. The following are a few Business Unit specific features,

Roles

The roles configured in each Business Unit are distinct to suit the Business Unit needs. Support Representatives may be associated to a single Business Unit or multiple Business Units with different roles assigned in each Business Unit.

Helpdesk Customizer

The values configured for category, status, level, mode, priority and group may be disparate for every Business Units. The value configured gets populated in the new request form while raising a request.

Say, the Library Business Unit of a university would set the groups as renewal group, support group and so on, whereas the support Business Unit of the university would set groups as Transportation, Laboratory etc.

Notification Rules

Notification Rules defined for the contact, account manager and support representatives may be independent for Business Units.

Notification Rules

Say, the mail composed to a customer of helpdesk software may not be the same as the mail composed to a customer of Chat software.

Business Rules

The incoming requests are organized in each Business Unit through business rules. It may not be the same for every Business Unit say, a request with the

Business Rules

Subject Warranty dispatch may have priority set as "High" is one Business Unit and "Normal" in another Business Unit.

Service Level Agreement

The incoming requests handled by each Business Unit may require different rules for attending the support requests.

Service Level
Agreements

For example: A Business Unit offering support to North America would have different operational hours and holidays configured, than a Business Unit handling support to Japan. Any request raised is resolved based on the due by time calculated accordingly for each Business Unit.

General settings

It involves the configurations that are common to the entire Business Units of an organization, such as the Organizational Details, configuring the incoming and outgoing mails, support plan and support services provided by the organization.

Modules based on Business Unit

Account/Contact Management

Accounts with their contact information are distinct for each Business Unit, but in certain organizations, Business Units may handle similar customers. In such cases, the account information is imported from the existing Business Unit.

While importing an account from other Business Units, the sub accounts and contacts (if any) associated to the account do not get imported. But, on importing a contact from another Business Unit, the contact details, account and the sub account associated to the contact would get imported.

Use Case 1: Import Accounts/Contacts from existing Business Units

The University of Brisbane consists of 15 Departments, each with a total of 100 students. Marc is configuring and setting up SupportCenter Plus application with required information. He configures all the 15 Departments as independent Business Units with support email address. Say, the Physics Department is configured with the email address as physiscsupport@univ.com and the Math Department with the email address mathsupport@univ.com. Next, the student's information of all batches and semesters is imported in each Department.

Shawn Adam, a first year student from the Physics Department is in need of the Math syllabus for his next semester. He sends a request directly to the Math Department on specifying the configured email address.

Marc assigns Heather to handle any queries and requests raised to the Math Department. Heather organizes groups such as query group, solution group and support group to handle all the incoming requests. On routing the request to the query group through business rules, SupportCenter Plus automatically imports Shawn's details along with his batch from the Physics Department.

If Shawn chooses to raise the request through web form, then Heather should manually add him under the Math Department. In the new contact page, a message follows up stating "Contact with a similar name already exists" with the list of similar names existing in the other Departments. All Heather needs to do is click on the name to import Shawn's contact details along with his login permissions, his current batch and semester.

Contract Management

Similar account in two or more Business Units may be associated to different contracts in each Business Unit with the same active period.

> ### Use Case 2: Multiple contracts for an account
>
> *Milton Bank cater to the needs of employees in various organizations on Corporate accounts, loans and saving scheme. The services provided for the employees in all organizations would be internet banking, ATM service, personal loans, corporate loans, mobile banking, Demat services, gift checks, e-pay and safety lockers.*
>
> *George adopts SupportCenter Plus software to track customer details and resolve support queries. He configures corporate accounts, loans and savings schemes as individual Business Units. Next, he organizes the Support Plan such as; "Easy banking" that includes services such as, Mobile and Internet banking, "Service" includes Demat, ATM, corporate loans and educational loans ," Savings and safety policy" includes services such as, Demat and safety lockers.*
>
> *Warren and Co Company is on a look out for saving schemes for their employees and corporate loans to finance their project. Since the corporate loan and saving scheme is on different Business Units, George establishes a contract under Savings Scheme Business Unit with the support plan "Savings and Safety policy". Next, he creates another contract for Warren and co under loans Business Unit with the support plan "Services". The active period (if required) may be specified for the same time interval. Thus two contracts for a single account is associated using Business Units.*

Request Flow

Requests (created through email) are routed to a Business Unit on specifying their configured email address. If the specified email address is not aliased to any Business Unit then the request is routed to the default Business Unit that is configured in Settings under General Settings tab.

While creating requests through web form, the fields such as category, priority, status and so on (configured under Business Unit settings) gets populated based on the selected Business Unit. The request is resolved based on these configurations along with the due by time.

Use Case 3: Request Flow to Business Units

Acme Insurance (San Francisco), Blue Star computers (London) and Milton Telecom (California) outsourced their support to Warren Global Services. Each of these organizations has various clients across the globe. Rob is the administrator of Warren Global Services configuring and setting up Support Center Plus software.

Configuring General Settings

Rob configures the three organizations as individual Business Units along with their email addresses and time zones. Say, Acme Insurance is configured with the email address support@acme.com, Blue Star computers with the email address support@bluestar.com and Milton Telecom with the email address support@milton.com.

Next, he configures the organizational details of his company (Warren Global Services) along with the incoming and outgoing mail server settings. The support servers is configured, hardware queries, replacement, warranty queries, Life Insurance Policy, Medical Insurance, Car insurance, network problems and Broadband connection.

There various support plans configured are,

"Insurance Policies", that includes the support services, Life Insurance Policy, Car Insurance and medical Insurance.

"Hardware Support", that includes the services, hardware queries, warranty query, replacement.

"Network Support", that includes the services, network problems, replacement and Broadband connection.

He assigns Business Unit administrators, Jennifer, Joe and David to configure the Business Unit settings configurations.

Business Unit Settings

The Business Unit administrators need to configure the information regarding their clients into SupportCenter Plus application.

Use Case 4: Groups

Jennifer the Business Unit administrator of Acme Insurance configures the Business Unit settings corresponding to her Business Unit. She organizes different support groups such as, Life Insurance Policy Group, Car Insurance Group and Medical Insurance Group.

Joe, the Business Unit administrator of Blue Star computers configures the support groups, laptop queries, desktop queries, replacement query and warranty query.

David, the Business Unit administrator of Milton Telecom configures the support group such as, network related query and connection query.

Each group is assigned with a group of support representatives to handle the respective queries. Next, the helpdesk customizer corresponding to the Business Unit is configured. Assume the category configured is the same as the groups configured.

Business Rules and Service Level Agreement

The business rule is configured such that, when a request arrives with the subject Life Insurance query, the request is routed to the Life Insurance Policy Group. When a new request arrives with the category as Life Insurance then the category is automatically set to Life insurance Policy with an escalation time of 2 hours.

Use Case 5: SLA Management

Joe configures a similar business rule with the subject replacement, that should be routed to the Replacement Group. The service level agreement is set such that, the category is automatically set to Replacement with an escalation time.

David sets the business rule such that, the subject with connection failed needs to be routed to the connection query group. The service level agreement is also set accordingly.

Use Case 6: Importing contacts, sub account and account

ABC organization is a client of Blue Star computers with various branches across the globe. Paul, an employee of ABC organization, Europe raises an issue with the subject "problem with the laptop" through email on specifying the email address support@bluestar.com. The request is automatically routed to the laptop query group with the respective support representatives handling the request.

Paul is also in need of Life Insurance Policy and hence raises a request to Acme on specifying the configured email address. Since the details of Paul and his organization exist in SupportCenter Plus, Paul, the organization and the branch to which he is associated is imported into Blue Star Business Unit. The remaining branches of the organization do not get imported.

Use Case 7: Associating Contracts

Since ABC organization is associated to two Business Units, the support contract provided to the organization is different for each Business Unit. Blue Star provides a contract with the support plan "Hardware Support" and Acme Insurance offers the support plan "Insurance Policies" to ABC Organization.

Business Units and Self-Service Portal

The customer self –service portal can be integrated with your website and customers can use it to create requests, login and track their requests etc. The customer portal can be configured based on the business units. The customer will be allowed to choose to the business unit for which he wants to log in the request.

The customer can see all his requests which he raised for different business units and he can also access the reports which he is associated with.

*This is a simple introduction to multi tenancy and how to use business unit to make multi tenancy in your organization. If you have any problems working on it, you can contact our 24 Hours customer support at **supportcenterplus-support@manageengine.com***