



Service Management

Improved productivity and efficiency

Summary

Service Management solution provides the organization with visibility and control on all operational services like service desk, incident management and change management. Combined with the base resource management and service catalogue capabilities, it provides real-time visibility into the service execution and resource usage.

What is it?

Service Management solution is a fully-integrated service desk solution that follows the best practices of experience accumulated over more than 15 years. It provides a powerful solution to standardize, automate, and enforce your key processes and demonstrate value to the organization. It offers the following main functionalities:

- Integration and automation of core processes such as incident, problem, service level, and end-to-end change and configuration management.
- Service request management, asset management, and support self-service capabilities to save cost and meet business and user expectations.

The suite orchestrates your Service Management processes and allows you to track calls, requests, incidents, problems, changes, releases, configurations, and service-level agreements. So, for every task, you know who is responsible, what has been done and still needs to be done, and whether the task is being completed quickly enough.

Benefits

- ✓ Cost and time savings.
- ✓ Faster realization of intended business benefits.
- ✓ Faster time-to-market.
- ✓ Reduced costs.
- ✓ Improved productivity and efficiency.
- ✓ Increased business performance.

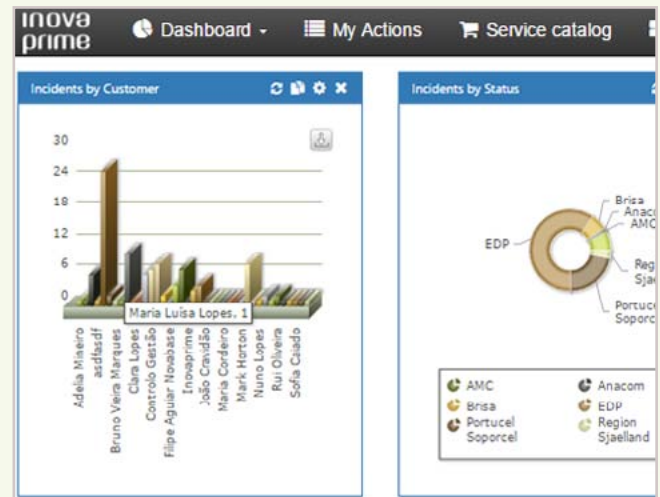
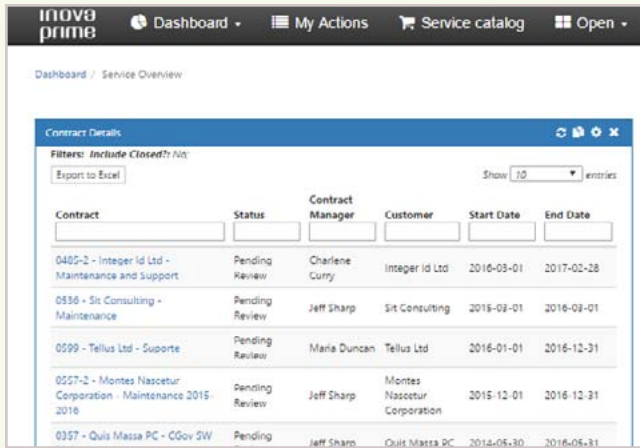


Key Capabilities

Service Management solution provides the following Key Capabilities:

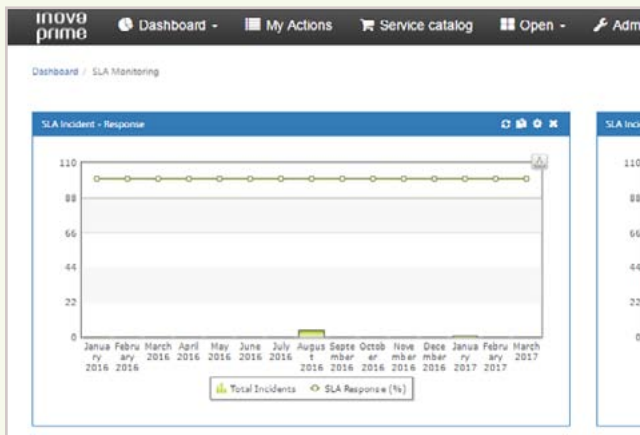
- **Consolidated service desk** - establish a single point of contact between users and IT, standardize core incident and problem management processes.

- **Enterprise collaboration** - connects people for a context based conversation to share knowledge and solve incidents faster.



- **Change management** - Automate change across IT and provide visibility and control.

- **ITSM KPI's** - More than 30 ITSM KPIs help your IT to perform better and provide transparency to your business.



- **Asset management** - provides the foundation of asset tracking to governance and financial management from procurement to retirement.

