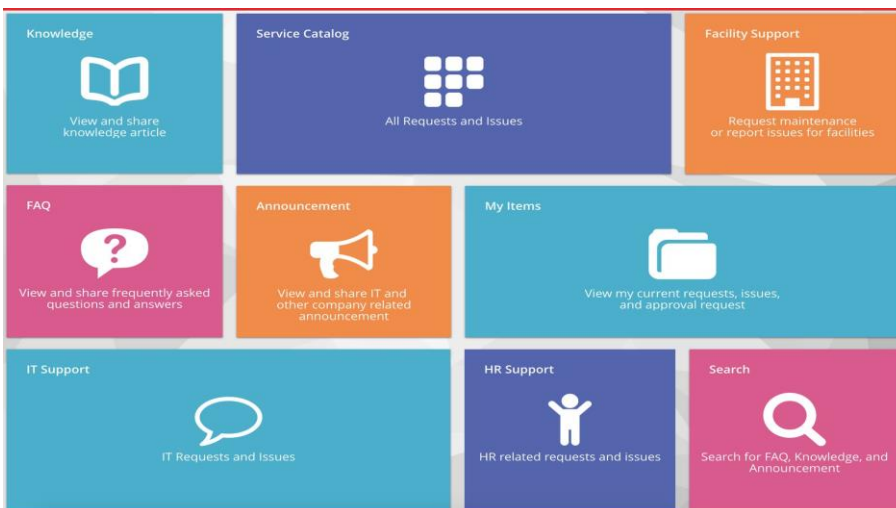


IT Service Management

Modernize Service Management Operations and Deliver exceptional strategic value to the Business

Proven, robust IT service management solution that transforms service and support teams, service desks and help desks from the tactical service providers they are now into the strategic business enablers they should be.



Modern ITSM

- Maximize Operational Efficiencies
- Proactively Meet Demands and Compliance
- Automation, knowledge, self-service
- Increase Support Speed
- Reduce Support Cost
- Improve Quality of Service



No matter what the Desired Support Organization Maturity Level Target is, it is within reach for sure.

Help Desk

- Incident Management
- Request Fulfilment
- Service Catalog
- Self Service
- Dashboard & Reporting
- Knowledge Management
- Workflow Automation

Service Desk

- CMDB
- Change Management
- Configuration Management
- Service Level Management

Service Management

- Availability Management
- Event Management
- Financial Management
- Portfolio & Project Management
- Release Management

IT Service Management

How does it work and what to expect?



Planning & Design

- Design and Document ITIL Policies, Processes and Procedures
- Design Ivanti Service Management Solution
- Plan Solution deployment



Deploy & Configure

- Install Ivanti Service Manager solution components
- Configure ITIL Processes
- Configure Workflows
- Configure Alerts and Notifications



Monitor & Enhance

- Monthly Review and Enhancement:
 - Processes review and tuning
 - Customization
 - Configuration

Key Functionalities

- 100% ITIL Process compliance
- Voice & Workflow Automation
- Dashboards, Reporting & Analytics
- Web Based Platform
- Cloud, On Premise, or Hybrid
- Mobile Access

Discover



Inefficient processes,
redundant activities

Provide Insight



Risk, workloads, feedback,
performance

Take Action



Automation, knowledge,
self-service

Solution Powered by **ivanti**