

# HOW UNIFIED IT MAKES A DIFFERENCE

Organizations that **unify IT** to optimize services are better able to control costs and improve service levels. Better service levels translate to happier customers and more productive employees – making for a better-run company.

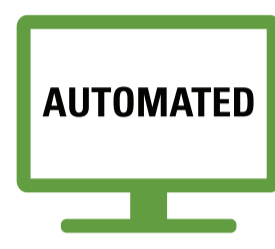
## PROBLEM



The VP of Sales has lost her phone on the commuter train. The company needs to minimize the exposure of sensitive corporate data and the negative impact on productivity.



VS



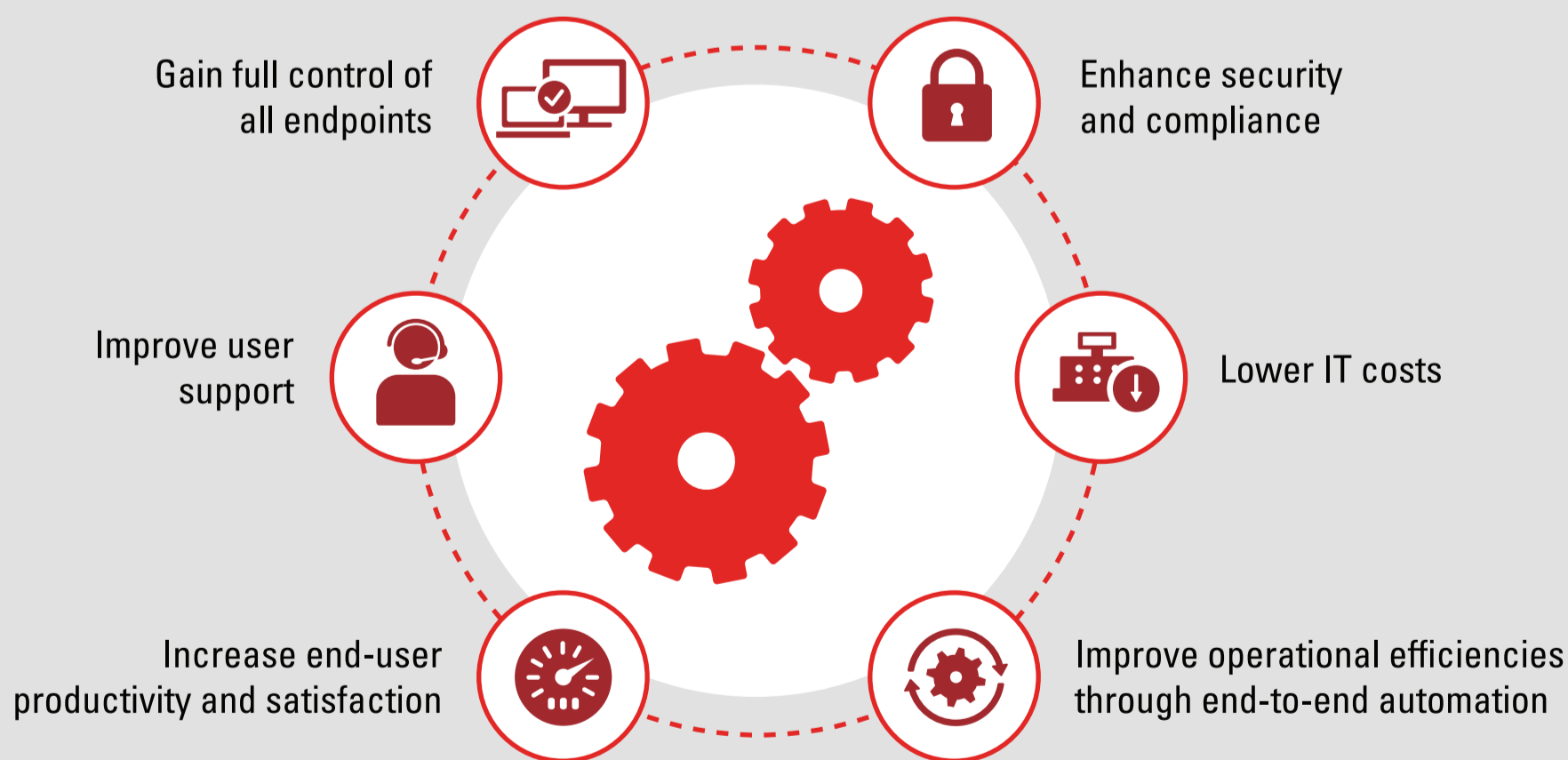
- VP of Sales must find a phone to call the service desk to report the issue
- Service Desk sends task to the IT team
- IT team must find and wipe the phone
- IT team orders a new phone
- IT team sends order confirmation email to VP of Sales with delivery timeline
- IT team sends email to Service Desk to close ticket

- VP of Sales has access to the self service portal and reports the issue
- She then can:
  - 1 Track, secure, and wipe her device
  - 2 Order a replacement phone
  - 3 Restore data, apps, etc.



**UNIFIED IT** cuts down on steps and lost time involved in fixing issues as well as reduces exposure of critical data. Your employees are back online and productive in no time and your corporate data is safe!

## AUTOMATION MAKES A HUGE DIFFERENCE



## AUTOMATION BEST PRACTICES

- ✓ Empower employees with Self Services
- ✓ Unified IT for zero-touch software provisioning and enhanced security and compliance
- ✓ Extend IT services through flexible workflows across the enterprise