

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.

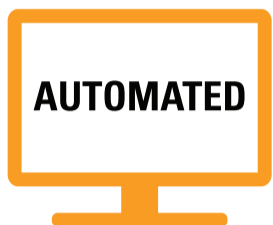
PROBLEM



The VP of Sales needs to modify a price quote in Excel, but is encountering problems with Excel on his tablet. The issue needs to be resolved quickly to ensure timely delivery to potential clients.



VS



- VP of Sales calls the support desk to report the issue
- Support desk analyst sends a task to the IT team
- IT technician performs manual lookup of device
- IT technician contacts VP of Sales to troubleshoot problem
- IT technician initiates manual reinstall of Microsoft Excel
- IT technician sends email to support desk to close task
- Support desk calls VP of Sales to verify issue is resolved

- VP of Sales logs into Self Service to report issues with Microsoft Excel; system uses role-based hardware and software profile
- Self-Help knowledge article recommends reinstall of Excel to resolve issue
- VP initiates reinstall; system automatically reinstalls Excel on tablet
- Upon installation, compliance is checked and the issue is closed

++ **UNIFIED IT** cuts down on required steps, and reduces time spent fixing software issue. Your employees are back online and productive in no time, and your sales department is once again prepared to deliver crucial information in a timely manner.

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