

# IT Service Management

*Modernizing Service Delivery for IT and Beyond*

**Managing IT services today has rarely been more challenging, and your users expect a lot from you. You need a proven, robust IT service management solution that helps you transform help desks and support teams into strategic business enablers. Take advantage of Ivanti's IT Service Management solution to improve your day-to-day operations and help your IT team achieve world-class service management and delivery capabilities for IT and other business departments.**

## Deliver More Strategic Value

Too often IT teams are busy fighting fires rather than focusing on delivering more value to the business. They need an enterprise-capable, end-to-end service management solution with the functionality to automate and support the service delivery lifecycle, from request capture to remediation.

With automated workflows, your IT team can eliminate costly manual processes while making operations more efficient, compliant, and secure. To deal with budget and timeline constraints, it's critical that your ITSM solution be able to expand and grow as your needs change—without forcing a migration. Whether you're looking for an IT help desk / support ticket solution or need to perform more advanced ITIL service management processes, you need a solution that's packaged to deploy quickly to meet your current needs and that can also scale easily to adapt as your requirements mature.

## Improve Service Quality

Easy-to-use, yet powerful automation services are critical to enable service owners and business managers to adapt, design, and take control of workflows without any coding, improving quality and consistency of services.

What's more, pre-defined blocks of integration workflow make it easier to integrate smoothly with external systems and data sources to pull in required information and connect to other tools for end-to-end automated

processes. Analysts should also be able to leverage relevant information exactly when they need it to grasp situations quickly and streamline processes to resolve issues more efficiently.

## Provide Engaging Self Service

More and more of your users want to be able to help themselves. They expect a self-service experience that's satisfying and engaging.

Help your users stay productive by providing them with the innovative tools they need to help themselves quickly and easily. Choose ITSM solutions with tools that can transform the service experience for your users, such as AI-powered chatbots. With chatbots, your users can simply have a conversation to obtain answers, submit requests, or ask for help. Improve ticket management by allowing your users to ask a chatbot about status, make an update, or create a new ticket. Chatbots should be available 24x7 and fully integrated with your overall ITSM workflows to further reduce the IT team's workload.

Expand self-service capabilities by offering your users a Service Catalog for enhanced visibility and access into all service offerings for the enterprise—IT and non-IT. All self-service requests should go through individually configurable approval processes, to turn requests into approved and documented orders. Easy integration into your corporate website or employee portal, along with full mobile support, means users obtain the services they need—anytime, anywhere.

## Boost Caller Satisfaction

Calls into your service desk remain one of the top ways your users ask for help. Voice automation capabilities empower your IT service team and improve customer satisfaction by increasing first-call resolution rates and handling calls more effectively.

Voice automation for your service desk should integrate your existing phone infrastructure with the IT service desk environment for intelligent call routing, integrated voice response, voice self-service, screen pops, and other call-management functionality. Reduce costs further with phone-enabled self service for resetting passwords, initiating and approving change requests, or checking service request status.

## Make Better Decisions with Real-Time Insight

Reduce the risk of poor decision making by increasing the visibility you have into the performance of your operations. IT teams need to monitor service delivery, quality, and commitments, ideally with role-based dashboards that provide the real-time information, flexibility, and tools needed to configure reports easily through drag-and-drop interfaces.

Get started faster with out-of-the-box dashboards and reports to provide a single view of operational, financial, and productivity metrics to help you determine how well you're meeting performance and business goals. Look for opportunities to add inventory and asset data dashboards to help you make better, more informed decisions.

## Choose Your Deployment Model

One approach may not meet everyone's needs. Look for ITSM solutions that give you flexibility in your deployment options in case your needs change. If you prefer deploying in the cloud, look for cloud-based ITSM solutions that are fully multi-tenant for improved scalability and agility, as well as ones that meet your security requirements. Also look for the same solution to be deployable on premises, with the same code base and data model as the cloud version. This will ensure you have full flexibility to deploy in the cloud, on premises, or a hybrid combination, so you can move easily from one deployment model to another without losing functionality or data.

## Stay Connected

Your employees aren't always at their desks, yet they still need access to your services. Make sure your ITSM solution offers a mobile app so your users can employ their mobile devices to stay connected no matter where they are. Allow them to check on incidents, submit requests, or search for answers to common IT questions. Make it part of your communication strategy so your users stay in touch and productive while on the move.

## Deliver Business Services Beyond IT

A modern service delivery experience doesn't have to be limited to IT. All business departments must become more efficient and proactive by transforming manual processes driven currently by ad hoc emails, dated spreadsheets, or paper documents.

Would you like to have other departments approach you to learn how you've improved your service delivery? With a modern ITSM solution, your IT team is well positioned to automate the services and offerings of other departments. You'll be able to partner with them to leverage your ITSM tools and practices to develop and deliver new innovative services.



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