



Enterprise Service Management White Paper

Leveraging IT Service Management for the Rest of the Enterprise

Many IT teams have moved from fighting fires to providing engaging services and creating more value for the business. To innovate effectively, they have leveraged the functionality in their IT Service Management solution to automate and support the service delivery lifecycle, from request capture to remediation. With automated workflows, IT teams have eliminated costly manual processes while making IT operations more efficient, compliant, and secure.

But a modern service delivery experience doesn't have to be limited to IT. For many organizations, it's becoming clear that all business departments can become more efficient and proactive by transforming manual processes currently driven by ad hoc emails, dated spreadsheets, or paper documents. Ideally, departments would agree on a common approach and platform with the goal of improving employee engagement, satisfaction, and productivity.

IT teams that have updated their operations with a modern IT Service Management solution are well positioned to help automate the services and offerings of other departments. Many IT teams have partnered with other departments to leverage their ITSM tools and practices to develop and deliver new, innovative services.

This approach of leveraging an ITSM platform to manage requests for, and delivery of, services beyond IT has been called Enterprise Service Management (ESM) and has been successfully realized by several customers of Ivanti® Service Manager, a recognized leader for ITSM solutions. The balance of this white paper highlights a few examples where IT has helped modernize service delivery for the rest of the enterprise.

Growing from IT to Business Services



Founded by the Sisters of Charity of Leavenworth, SCL Health is dedicated to improving the health of the poor and vulnerable in its communities. It is recognized as a faith-based health leader specializing in heart care, orthopedics, cancer, women's health, and the back and

spine. SCL Health provides more than \$220 million of charity care and community spending yearly. More than 15,000 full-time associates and hundreds of providers are employed at SCL Health.

IT's success with ITSM has attracted the attention of other groups at SCL Health who were also needing to optimize their service delivery. For example, SCL Health's Human Resources Service Center was the first department to recognize the value of ITSM, and now uses Ivanti to track employee inquiries and requests about payroll and benefits.

The nursing department is also using Ivanti Service Manager to manage requests for the nursing float pool used to fill last-minute staffing shortages. Ivanti now organizes and automates a process that was previously managed manually by fielding incoming emails. Accurate tracking of requests and turnaround times help nurse supervisors better anticipate staffing needs and ensure patient care is met.

"The teams are excited about the transformation. For the first time, we're thinking of service management as a true solution, not just a ticketing concept. Senior leadership sees the value and opportunity we have to further increase our value to the business as we manage our services against metrics that make sense for that service... We went from being the IT guys in the basement to being a true partner in patient safety. It changed the conversation."

— Amy Yankovich
Director of Service Operations and Service Management

Improving Municipal Services



The County of Simcoe, located just north of Toronto, Canada, handles administrative and municipal services for 16 municipalities and 465,000 people, as well as social

and emergency services for two cities. It wanted to use a single ticketing system to support the diverse needs of its different administrative, municipal, and social services departments. Over the years, the county tried many systems, but couldn't find a good fit until recently.

Simcoe County's Corporate Communications, Procurement, Fleet and Property, and Paramedic Services departments use Ivanti Service Manager to manage their administrative workflows. The county uses its ITSM solution to support customer service, corporate communications, environmental services, paramedic services, fleet management, maintenance and facilities, and long-term care. It also integrated Service Manager with its SAP enterprise software and GIS mapping systems. With Service Manager, Simcoe County can deliver better services to its residents and departments—and efficiently deliver those services with the visibility needed to continually improve services.

For example, paramedics use Service Manager in a variety of ways, from tracking "storks and saves"—when they deliver a baby or save a life—to maintaining inventory of medical equipment and supplies on emergency vehicles. And Service Manager is also used to manage demand maintenance like work requests, safety concerns, and equipment moves at Simcoe's four long-term care homes for seniors. Simcoe County can now define and respond to entire neighborhoods—not just individual residences—that might be affected by service changes in the event of an emergency.

"The customer service agent can enter the address into Service Manager and look up the map of the area in GIS. They can see exactly when the truck stopped by a residence. They can copy and paste from the map to the ticket, so the external contractors can see what we're talking about—the guy did drive by and the trash got picked up on time, or maybe the truck went down only one side of the street so far."

— **Henry De Jager**
Manager of Business Planning and Systems

"Other municipalities are gob smacked when they see what we can do with Ivanti."

— **James Nightingale**
Manager, Customer Service

Better Client Service



Service Corporation International (SCI) provides death care services for more than 300,000 families each year. Its network encompasses over 2,000 funeral service locations and more than 450 cemeteries located across 45 U.S. states and the District of Columbia, eight Canadian provinces, and Puerto Rico. More than 24,000 SCI employees in 2,600 locations throughout North America have turned to a cloud-based IT service desk for the past eight years to handle any number of issues, from standard technology problems to inquiring about the status of a paycheck.

In 2016, SCI was recognized for its dedication to service excellence, receiving the J.D. Power President's Award. In 2018, SCI was again recognized with the Service Management in Action Award from itSMF USA for its operational excellence when two major hurricanes knocked out operations at company headquarters in Houston and a key facility in Orlando.

The SCI IT team leverages Ivanti Service Manager to enable its internal business clients to better service their own customers—the families planning their loved ones' funeral services and memorials. The IT team realizes that in the event of a loved one's death, the first call is to the funeral director. For instance, if a family member wants to change something in an obituary, the funeral director can simply create an Ivanti ticket on a customer-facing web portal. IT can further improve customer service assets by using its ticketing system to help alert funeral operators after hours about a client's need for their services. The IT team ensured that its ITSM platform was available to

provide these critical customer services 24x7 across SCI's entire operations, even when multiple hurricanes threatened major disruptions at key facilities.

"We were able to run as a full shop without service degradation; we stayed up the whole time. You wouldn't have noticed if you were a regular employee."

— **Thomas Smith**
Director, IT and Telecom Support

About Ivanti IT Service Manager

Ivanti Service Manager helps enterprises meet today's regulatory and technology demands for automated workflows for service delivery, engaging stakeholders inside and outside of IT. The ITSM solution, with drag-and-drop workflow automation and Cloud-based or on-premise deployment options, enables IT organizations to quickly deploy and configure effective, world-class service delivery to improve customer satisfaction.

Ivanti Service Manager's processes, functionality, and interfaces can help you deliver better services and support today with the ability to respond to future needs. Let Ivanti serve as your expert guide on your journey to modern service delivery for IT and other business departments.

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