

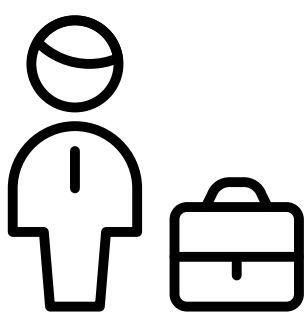


ENTERPRISE **Service Management** MAKES A DIFFERENCE

An EMA study of hundreds of IT professionals and executives highlight the benefits of IT helping to automate service delivery for the rest of the organization.

56%

Strong Exec Support



56% of orgs pointed to strong executive support as a main driver for ESM

44%

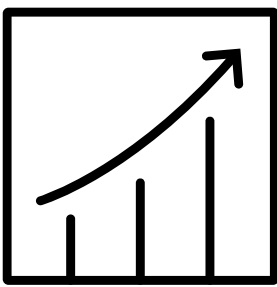
Budget Growth



44% of ITSM teams realized increased budgets

41%

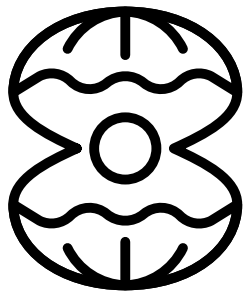
Keep People Happy



41% saw higher customer and employee satisfaction

52%

Drive Transformation



52% of IT execs viewed ESM as transformational

Be Successful

Educate your team, understand process change impacts, evaluate technologies based on your current and future needs

Learn more about ESM and lessons learned from successful implementations in this whitepaper.

[WHITEPAPER DOWNLOAD](#)