

150 WAYS

TO AUTOMATE SERVICE MANAGEMENT THROUGHOUT YOUR ORGANIZATION



*Actionable Examples of Service Request Automation
from IT to HR, Facilities to Finance, and Beyond*

samanage

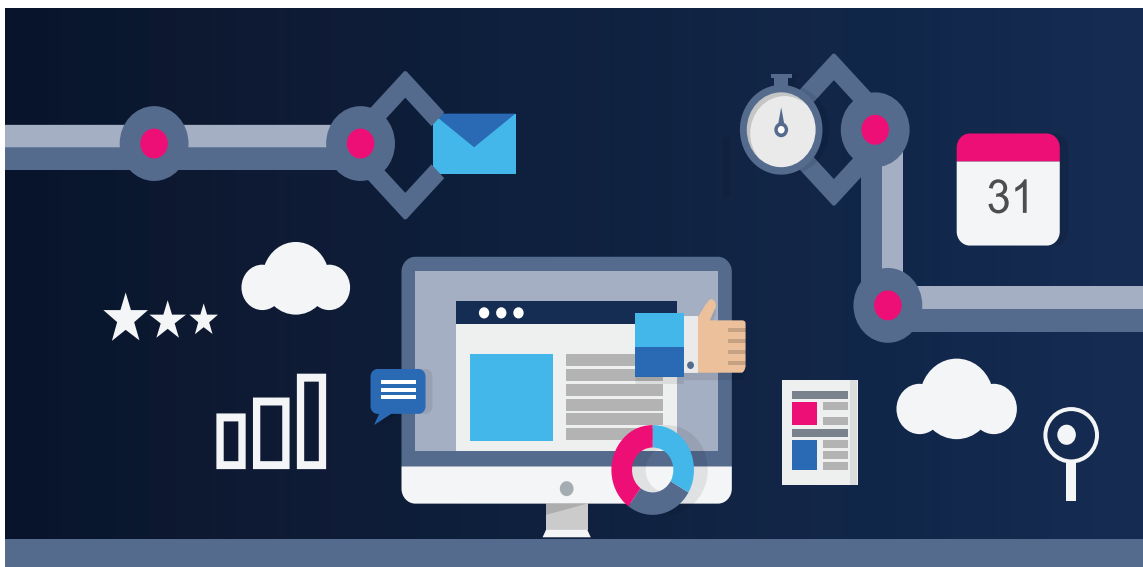
Automate Service Requests Throughout Your Organization

The next opportunity in service management is to treat your employees like your best customers, providing them with everything they need to excel at their jobs.

The best consumer products and services have customer experience down to a science. It should be low-lift for the customer with immediate responses. Self-service options should be plentiful, and easily accessible. And, resolution times should be as short as possible.

Even in B2B relationships, the most successful organizations have perfected customer service. This level of external customer experience sets the bar for the level of service that people expect internally at work. Customer *and* employee satisfaction are driving revenue, so there are a variety of tools at the service provider's disposal to help manage relationships, streamline communication, resolve issues, and predict potential hurdles in the relationship.

The success of an organization depends largely on quality employees (and, more importantly, happy employees), so why haven't organizations dedicated the same resources to employee services that they have to consumer services and B2B services? The best places to work treat their employees like their best customers, and in return, they're getting the best work from happy employees.



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Introduction to Employee-Focused Service Management

IT is Leading the Charge in Services

To employees, it's often the place they go to make requests and generally get things done. But, what many don't realize is that IT is just a single piece of an overall service request. Why should the service catalog belong to just IT? In the modern work environment, every department is a service provider. Some departments take the lead on specific requests, while others play a supporting role. And, as the long-standing service management experts, IT leaders have the opportunity to lead the charge of expanding IT service management (ITSM) best practices to HR, Facilities, Finance, and beyond.

One-Stop Shop

Imagine if employees had a single place where they can submit an IT ticket, an HR benefits change, or even an event catering request. The employee service portal is just that – a centralized location for employees to get the answers and resolutions they need without having to worry about tracking down the right person or department. The service catalog is the menu of available services. Machine learning and artificial intelligence (AI) can help point employees to the resources they need faster. By giving employees the resources they need, they're able to focus their time and efforts on their actual jobs. If employees feel supported, they're going to be happier, and that reflects in how employees engage with customers, which ultimately drives improved business results.

Elevate the Service Experience Throughout Your Entire Organization

For IT, this book is a conversation starter on how your expertise, and firm understanding of ITIL and ITSM best practices can be applied to to all departments throughout the organization. We hope this guide serves as an inspiration, and a blueprint, for what you can do to improve and simplify the service experience for everyone throughout your organization.

Many service catalog workflows affect multiple departments.

Follow this legend throughout the list to see how one catalog item can automate requests for many departments.

- | | |
|--|---|
|  Information Technology |  Legal |
|  Human Resources |  Shared Services |
|  Facilities |  Marketing |
|  Finance | |



The pulse of an organization's service delivery, technology, and of course, beloved password resets.

With an ever-growing list of small requests with fast turnaround demands, the ability to automate requests and workflows enables your IT team to best support employees. Streamline communication to receive the information needed up front, reduce technician workloads, and provide increased visibility for everyone involved.

1. New Hardware

Any kind of hardware request. You can have multiple Service Catalog items for each hardware type. 

2. Mobile Phones

Control types, brands, and even colors of phones you provide. Capture carrier plan and data plan requirements. 

3. New Software Licences

Who needs to approve a new license request and do you have an available license on hand? 

4. Loaner Device

Spilled some water on your laptop? Need a mobile hotspot for an off-site meeting? Check availability and request a loaner device.

5. Cloud Application Access

Which application do you need access to and who needs to approve it?

6. Reset a Password

Select the application required for a password reset.

7. Employee Account Access

Control employee account access requests to different systems, and have multiple requests for each business system. 



- 8. New Employee System Setup**
Bring all of the steps of the onboarding process into one location for the hiring manager and service providers involved.
- 9. Weekly Backups**
Weekly recurring service requests reminding you to check backups. Include a list of all of your servers and backup jobs to stay on top of your backup regimen.
- 10. Periodic Maintenance**
Set automated reminders on a monthly or quarterly basis. Keep your technology stack in check, from running the defragmentation tool to reviewing your operating procedures and making necessary updates.
- 11. Reimage Computer**
Whether an employee has left the company, or the computer requires an overhaul, remove all software and reinstall.
- 12. New Email Address**
When a name change happens in HR, trigger an automated step in the process to update the employee's email address, complete with forwarding of their old inbox so nothing falls through the cracks.
- 13. Change Request**
Whether it's an urgent or a standard change, you need a place for people to submit the request. Build a catalog item to get all the information you need for a successful change.
- 14. New Virtual Server Request**
As your company grows and infrastructure needs grow with it, make it easy for people to request changes to scale the organization.
- 15. Database Access Request**
Can I get access to that archived drive? Make sure employees can easily request access to the data they need when they need it.
- 16. Report Request**
Are you going to go ahead and have those TPS reports for us this afternoon? Sure thing, as soon as I can submit this request.
- 17. Increase Mailbox Size**
For those digital hoarders in the organization who just have to keep every email.
- 18. Portal Announcement**
Email system's down? "Yes, we're aware and working on it." Make it easy to request notifications that keep the whole organization informed.



From the interview process to an employee's final farewell – and all of the milestones and vacations in between.

More often than not, HR is the team that ends up with a million things falling onto their shoulders. Without a simplified process in place, it's virtually impossible to have a solid understanding of what's urgent and what's not. Easily rein in the chaos with a smarter, more seamless approach for employee interactions and collecting requests.

New Hire

19. New Employee Onboarding

Make sure your new team member has everything they need ready to go on day one. Create a step-by-step workflow for multiple departments with required approvals built in to ease the onboarding process on everyone. 

20. New Contractor Onboarding

Not every employee is internal. Create a process across departments to ensure training, projects, payments, and invoices are properly handled. 

21. New Hire Background Check

This critical piece of documentation requires approvals and signatures anytime a new employee comes onboard. 

Employee Development

22. Employee Performance Review Schedule

Whether it's quarterly, semi-annually, or annually, what are the steps managers need to take before, after, and during the review process?

23. Employee Promotion

Congratulations are in order! Make sure the processes and paperwork that come with a new role or pay raise are also in order. 



24. Title Change

Moving departments? Promotion? Or simply an adjustment to an employee's title? Ensure everyone involved is on the same page. 

25. Employee Salary Adjustment

The payroll team, manager, and employee are seamlessly incorporated into one update. 

26. Department Transfer

Changing departments can be bittersweet. Get employees up and running in their new role faster to improve productivity during the transition. 

27. Manager Change

When managers come and go, there's the rest of the team to worry about. This isn't your average department move, so keep the team and stakeholders on the same page. 

28. Training Request: On-site

New group of employees? Need trainers to come to you? Help coordinate who's coming based on the training needs. 

29. Training Request: Off-site

Quickly coordinate which employees will be taking a field trip for training outside of the office. 

Off-boarding

30. Termination: Involuntary

Employee termination can be a difficult and sometimes quick experience. Streamline what steps need to be taken and who needs to be notified.    

31. Termination: Voluntary

It's unfortunate when a valuable employee leaves the company for a new opportunity. Ease the disappointment by taking the steps to have everything in order before they leave.    

32. Termination: Non-employee

Vendors and contractors come and go. When you say goodbye, ensure that all of the bases are covered.    

Administrative and Benefits

33. Name Change After Life Event

You spent enough time at the social security office changing your name. Submit the proper paperwork to let your employer know your new name in minutes. 



34. Beneficiary Name Change

From children to parents to spouses, designating beneficiaries is one of the most important selections an employee can make.

35. Add or Remove Name from Insurance

Did someone just get married or have a baby? Better to be safe than sorry – get them added to the insurance plan pronto!

36. Proof of Insurance

If only it were as easy as saying, “yes, I have insurance.” Chances are, more proof is needed. Get the documentation necessary to satisfy requirements. 🛠️

37. Benefits Termination

Not every employee needs every benefit you offer indefinitely. Circumstances change, so make it easy to change benefits.

38. Pension Details

Need retirement plan details? Get the right people involved to provide the information so the lucky retiree can get to the golf course. 📺

39. 401(k) Contribution

Change Saving for retirement is an important benefit. As life changes, so may plan contributions. Easily submit a request to increase or decrease. 📺

40. Payroll Deposit Account Change

Change of bank? Make sure that hard earned money goes to the right place. 📺

Time Off / Leave

41. Vacation

Encourage team members to soak up some sunshine in the sand by making the request process ridiculously simple.

42. PTO Request

Mixing sick time and fun time can be complicated and difficult to track, but with the right approvals in place, it's a breeze.

43. Voting Time Off

Civic responsibility is serious business, and often takes place during business hours. Submit time off to cast your ballot and ensure nothing gets missed in the meantime.

44. Jury Duty Time Off

Government obligations sometimes interfere with the workday. Save PTO requests for the fun stuff, and don't forget to bring a good book.

45. Notification of Maternity or Paternity Leave

It's a life-changing moment with so many details to consider. Work shouldn't be another thing to worry about. Make the process easy.

46. FMLA or Medical Leave

Getting sick or injured is never fun. Use the service catalog to alert the right people to ensure tasks are covered and you can focus on recovery. 🛠️



Maintain a safe, clean, and comfortable work environment while also keeping the lights on – literally.

Facilities organizations are increasingly aligning with business objectives to add value to the company. Corporate goals for growth are tightly tied to facilities management in areas like employee retention, allocation, space planning, operational efficiency, and business sustainability. Facilities takes the helm on those areas, as well as energy management and emergency preparedness. While it may not be outwardly obvious, facilities impacts the productivity of an organization's employees.

General Maintenance

47. General Cleaning

That office party left crumbs everywhere. Request a quick vacuum.

48. Bathroom Attention Needed

Yuck. The toilets need some TLC, the floors are unruly, and there's a need for an air freshener. Automate who needs to get involved.

49. Kitchen Attention Needed

Whose turn is it to do the dishes? Set a schedule to alert by month or rotate by department.

50. Temperature Control

There's little worse than sweating through a meeting in the winter or freezing during the summer. Submit a request to ensure the A/C or heat are operating and comfortable.

51. Unscheduled HVAC Maintenance

A/C or heat not working? Get the right people involved faster and easier.

52. Urgent Spill Cleanup

We're going to need someone to clean up aisle three... stat.

53. Unplanned Carpet Cleaning

A swift elbow took out an entire cup of coffee. Get the experts involved before the stain even has time to set.



54. Exterior Snow or

Ice Removal Inspections

Falls in the winter can be a big liability. Ensure those sidewalks are salted. Or plan a trip to the Caribbean – whichever comes first.

55. Recurring Fire

Extinguisher Check

Never forget to check that fire extinguisher! Hopefully it remains unused, but keep it up to date in case you ever need it.

56. Monthly Air Filter

Inspection Schedule

No one wants to breathe dirty air all day long. Remind the right people to change the filters.

57. Monthly HVAC Maintenance Schedule

There may not be a perfect office temperature to please everyone, but stay ahead of potential issues with reminders.

58. Monthly Water Filter

Inspection Schedule

Floating particles in your water glass are not so refreshing. Keep that filter clean.

Site Security

59. New Security Access ID Card

Get the building access needed with the right security approvals to avoid standing out in the rain. 

60. Reprogram or Rekey Door

Locked out, locked in, or no lock at all – it could be a technical issue. 

61. Replace Security Access ID Card (Broken or Lost)

Misplaced key card? Run that fancy access card through the washing machine? 

62. Visitor Access Pass

Whether it's a customer or a spouse, safety requires a proper visitor permit. Help them breeze through the front desk with a quick request. 

63. Parking Permit

There's a sinking feeling when you walk out to the parking lot and can't spot your car because it has been towed. Get the proper permits to avoid walking home. 

64. Security Access Audit Report

Have a piece of equipment that's been missing since Tuesday night? Trigger a task to run a report to see who came and went. 



Employee Needs

65. New Chair

Specific seating requirements?
Multiple chair options? Make a selection and await delivery.

66. New Desk

From executive desks to cubicles, there are a variety of needs for employees in every department of the organization.

67. New Standing Desk

Stretch those hamstrings and say so long to desk chairs.

68. Desk Move

Moving departments or eyeing that window seat? Request some help with that move.

69. Office Move

Easily coordinate who's moving what and where, across town or across the globe.

70. Special Accommodation Request

With a diverse workforce, make sure team members can quickly request specific accommodations for their individual needs.  

71. Equipment Disposal

Out with the old, in with the new. Whether switching to standing desks or upgrading office chairs, make it easy for employees to request removal of the equipment no longer in use.

72. Room Configuration

Hosting a big meeting? Let the professionals help you set up the room for an optimal experience. 

73. Heavy Equipment Move

Time to bring out the big guns for relocating the office copier. Request more helping hands.

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74. Storage (On-site and Off-site)

Not yet done with something completely? Keep it stored away yet handy. And, on the off chance you have to go through an audit, keep files, data, and full drawers available without taking up space in the office.

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75. Retrieval from Storage

Something came up and it's time to dig into the past. Request the specific files you need and have them delivered to you.

76. Packaging Needs

Time to get packing. Instead of scavenging for boxes, simply submit a request to have them brought to you. 



From the bottom line to signing on the dotted line, with finance, every detail is imperative.

Payroll, budgets, and accounting tools are difficult, but it's nearly impossible to create efficient financial services when email requests are missing key information. As any business grows, these processes become more complicated and more frequent. The good news is, you can build streamlined workflows for financial requests, complete with automated tasks and approvals.

Payroll

77. Salary Adjustment

Perhaps the most critical part of a new position or promotion is the new salary that comes with it. Put a process in place for updating employee compensation. 

78. Payroll Report

Headcount and payroll are the most important aspects to any budget. As managers prepare for the next year, or even quarter, give them one easy place to get their numbers. 

79. Payroll System Access

In this day and age, if you can't manage your funds online, you have no idea what you have. Get access, fast. 

80. Payroll System Password Reset

It's the one place you should have the strongest, most complicated password. So, why can't anyone remember it? Request a reset. 

81. Timesheet

Submissions and Updates

Make sure employees get paid for all of their hard work, even if they sometimes forget to clock in or out.  

82. Incorrect Commission Review

Sales and commissions go hand-in-hand. If there's a discrepancy, get it resolved quickly. 

83. W-9 Request

It's tax season again, already?! Automate the process to keep the IRS in the loop. 



Accounting

84. Travel Payment Approval

Work trips are often beneficial, but someone needs to say yes before flights and hotels get booked.

85. Expense Reports

Food, transportation, afternoon coffees, an outing for the team. Expenses are inevitable, so make it easy for employees to get them approved and reimbursed.

86. Customer Billing Assistance

Get help from billing, accounts receivable, and the purchasing team to ensure payments are processed on time.

87. Transfer Payment

Overpaid on that invoice? Instead of a reimbursement, ask for the funds to move to the next bill.

88. Locate Funds on Account

Don't have the access necessary to see where the funds are? Create a process to have the right party run those reports.

89. Invoice Tracking and Send

Who has that invoice? What's the status? Wait, did anyone ever send it?

90. Credit Card Access

Get approval to use that company plastic.

91. Banking Information

Avoid snags with getting paid by make sure the right banking information is provided and payments go to the right place.

Procurement

92. New Vendor Setup

Make sure the right people get the right information about a new vendor. 

93. New RFI/RFP Request

Looking for a new product or service but overwhelmed by options? Set up a process to get that information from vendors.

94. Purchase Orders

Whether it's new software or new chairs for the office, get POs faster and increase productivity.

95. Purchase Approval Tracking

Did that recent purchase get the green light? Send out tasks to the right folks to find out.

96. Invoice Request

Send tasks to account managers and ensure vendors provide the invoices you need, when you need them.

97. Vendor Payment

Your awesome vendors work hard, they submit an invoice, now they need to be paid.

98. Receipt Request

Keep track of what your employees are spending and get approvals to expense them.

99. Payment Authorization

"Am I allowed to buy this?"
If an employee has to ask themselves, they most likely need to get approval.



The ultimate reviewers in any organization, with the need for streamlined review and approval processes.

Legal matters are often daunting and require a lot of time to create, review, and approve – and understandably so. There is a lot at stake when it comes to contract negotiations, NDAs, IP protection, and the ever-changing landscape of regulations that may or may not impact your organization. A robust service catalog with automated ticket routing and built-in approvals can ensure that everyone stays organized, compliant, and on schedule.

100. Document Review Request

From marketing stores to sales pitches, the legal eyes and ears of the organization are there to protect you and the company.

101. NDA Review and Approval

Know before you sign. Get the appropriate team members to review your NDAs.

102. Contract Review and Approval

Have the experts give it a quick glance to make sure no one signs away their life or the company. 📹

103. Internal Investigation

Hope for the best, prepare for the worst. Make sure your bases are covered and employees can easily and securely submit requests to ensure your organization stays in compliance.

104. Contract Negotiation Needs

This is why legal gets paid the big bucks. Make sure the sales team doesn't give away the whole house when closing a deal. 📹

105. IP and Brand Management Needs

Intellectual property and your brand are two of the most valuable assets of the organization. Make it easy to track their usage so you can keep them protected. 📹

106. State/Country Regulatory Council

Your company has offices all over the world. With laws that vary by state and by country, ensure your team stays in legal compliance by building requests for regulatory council.



Sharing is caring... about ensuring everyone is able to easily contribute their piece to the delivery process of services that impact multiple departments.

As organizations grow and evolve, many are finding efficiencies through industrialization – simplifying and standardizing services in a centralized platform. When multiple parties are involved and budgets, resources, and accountability are shared, voila, you've got shared services.

Travel Services

107. Airfare

Let the people booking plane tickets know the destination, dates, and whether you prefer window or aisle seats.

108. Hotel

King or two queens? Hotel, motel, or bed & breakfast? Regardless, you need somewhere to lay your head down at night while traveling.

109. Rental Car

Don't get stuck with a compact when you need 4WD. Easily specify whether you need a full-size, mid-size, or want to feel the breeze in a convertible.

110. Train Ticket

Sometimes a train is the most efficient way to travel and get work done. Plan your trip and request your destination.

111. Passport

Leaving the country for the first time or approaching the expiration date? Getting a passport can take weeks, so submit that request in advance to avoid any travel issues.

112. Visa

Global companies have team members constantly traveling, sometimes for weeks or even months. Get the right paperwork so that the country you're visiting is ready for you.

**113. Flight Change Request**

Life happens. Flights get missed or travel plans change at the last minute. Make it easy to adjust on the fly. (Get it?)

General Office Administration**114. Order Office Supplies**

It always seems like it's raining pens and notepads – until they're all gone. Submit a request for the items needed to get through the workday.

115. Order Business Cards

New employee? New job title? New name? All are perfect reasons to request new business cards. 📢

116. Order Employee Stationary

Never underestimate the power of a handwritten note, especially when trying to close a deal. Get the proper materials to make an impact. 📢

117. Grocery Order

If you're lucky enough to have an office that provides snacks, make it easy to keep the refreshments stocked with a detailed list.

118. Office Decorations

'Tis the season for a little sugar and spice around the office. Need a festive set of lights or balloons that fill a room? Submit your special request here.

119. Gift Request

Support your teammates through the good and the bad. Let them know you're here for them with a little gift request in their honor.

Catering and Event Management**120. Projector and A/V Equipment**

How is anyone going to see that gorgeous presentation if you don't remember to include the machine required to show it off? 📺 📶

121. Book a Room

Can't have an event if there's no room for hosting it! Request it now to secure your space (or have the Shared Services team boot any squatters.) 📶

122. Lectern or Podium

Every speaker is different. Some love to move around the room and others are more comfortable with something to stand behind. Let the speaker make the decision that's best for them. 📶

123. Meeting Supplies

Encourage good old-fashioned note taking by providing pens and notepads to attendees.



124. Staging

Avoid a situation where you've got a large group of meeting or event attendees who can't actually see the speaker. Stand above and stand out. 

125. Guest WiFi Access

What's the WiFi password?
Make it easy for guests to get connected. 

126. Parking Information and Voucher

The city can be a scary place... for parking. Where and how much will it cost? 

127. Food and Beverage

After a few hours of presentations and slide decks, it's time to reward attendees with snacks and drinks. Cover all the taste buds with specific requests.

128. Photographer/Videographer

It's a special moment when you bring together customers, prospects, executives, and team members. Request a dedicated person to capture it all. 

129. Budget and Payment Terms

Events and off-site meetings are expensive. Set the approvals and budgets with a few simple steps. 

Mail Room

130. Shipping

Make sure everything is accurate for any given package, from how it's wrapped to where it's going and when it needs to be sent.

131. Package Status

A package is sent and the sender wants to know where it is or if it's arrived yet. Give them one place to check the status.

132. Order Postal Supplies

Don't slow down your operations because someone forgot to order stamps or envelopes. Automate it!

133. Bulk Copying

Oh no... the customer needs 300 copies of this report in an hour. Get those tasks out faster so no deadlines are missed.

134. Report Binding

Presentation is key. Make sure all the work you put in that report is bound correctly.



The creative juices never stop flowing. Neither does the list of requests.

Sales needs new collateral. Those nurturing emails need new content. The trade show exhibit needs to arrive by next Tuesday. There are many opportunities to get sidetracked by random projects in marketing. The marketing team serves as a hub for the organization, serving both external customers and internal employees. With a robust service catalog in place, marketing can have visibility into its ever-growing list of project requests enabling the marketing team members to more seamlessly support all of the creative needs of the organization.

135. Trade Show Exhibit Shipping

Trade shows have a lot of moving pieces from creative designs to the bolts of the booth. Make sure everything is accounted for and heading to the right convention center.  

136. Order Promotional Items

It may be tough to believe, but a corporate logo can't be slapped onto just anything. 

137. New Web Content

There's a glaring update required on the website. Ensure the critical changes get to the correct person.

138. Website Revisions

Amazingly, everyone becomes a grammar expert when the occasional typo makes its way to your company website. Give these sleuths a simple way to submit their findings.

139. Website Link Broken

While that super creative 404 page is fun to see every once in awhile, report it and get it fixed pronto. 

140. Collateral Request

Sales needs flyers, lead generation needs emails, and HR needs creative for an internal campaign. Prioritize and submit requirements up front.

141. Content Review

From technical jargon to brand messaging, make sure everyone is saying the right stuff.

**142. Email List Creation**

Whether targeting customer segments or connecting with prospective leads, every bulk email send needs the right recipients. 

143. Email Send Request

An Outlook or Gmail email just won't cut it when you need something creative and engaging.

144. Customer Welcome Kit Request

Celebrate the start of a great working relationship with a little something special. 

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145. Customer Swag

Surprise and delight your long time customers with a t-shirt or coffee mug, but make sure marketing knows the specifics... like the shipping address. 

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146. Presentation Design

Big sales presentation coming up? New hire orientation? Everything should have a cohesive look and feel. That's where marketing comes in.

147. Presenter Content

What is the speaker discussing at the event? Bring the team together in one place to nail down talking points.

148. Social Media Support

Share that new campaign or promotion with your company and employees' social networks to give it even more reach.

149. Customer Quote

Need more information from a customer or a proposal to take up the ladder? Get approvals from one manager or multiple managers at the same time.

150. Web Domain Renewal

Don't let that domain renewal fall through the cracks. Get the approval needed and tasks sent out to make sure it's not scooped up by someone else.  

Benefits of Automation

Every department in an organization is a service provider, so why not take the service catalog beyond IT? Elevate the service experience throughout the organization by providing a one-stop shop for employees to submit tickets, and save valuable time and resources by automating services – from employee onboarding to requesting new hardware or name changes. The service catalog helps every team collect the appropriate information to deliver service quickly and efficiently. Successful companies treat their employees like their best customers, and service request automation helps enable a seamless employee experience.

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Food for Thought

- How many of these service catalog workflows do you have built out already?
- What are three service catalog workflows that would be most impactful for your organization to implement?
- Which, if any, departments beyond IT in your organization have implemented a service catalog?
- How can you help lead the effort within your organization to expand a robust service catalog to departments outside of IT to create a more unified service experience?

Contact Us

We're here to help! This may be the end of the book, but it's just the beginning of your employee service management story. Your Samanage experience begins the moment you contact us. We strive to provide you with modern software that you will love to use. Our platform is designed to help organizations deliver services in smart, seamless, and meaningful ways.

At Samanage, we take this commitment to our customers seriously and pride ourselves in helping you deliver exceptional services and the right solutions for your organization. Our solutions and implementation experts can share best practices, identify quick and impactful wins, and help you plan a customized enterprise service catalog.

Want to know what's possible?
Let's talk!

Samanage representatives are ready, willing, and capable of helping you make work life better.



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Samanage, the Service Success Company, is the most reviewed and highest rated IT service desk solution. We are redefining employee service experiences by empowering organizations to maximize the potential from their most important asset – their people. Samanage's cloud-based employee service management platform is smart, easy to use, and inspires companies ranging from startups to global market leaders to simplify complex tasks and automate services across their entire organization. With more than 2,000 customers around the world in a variety of vertical markets, our software can be tailored to meet specific service needs.