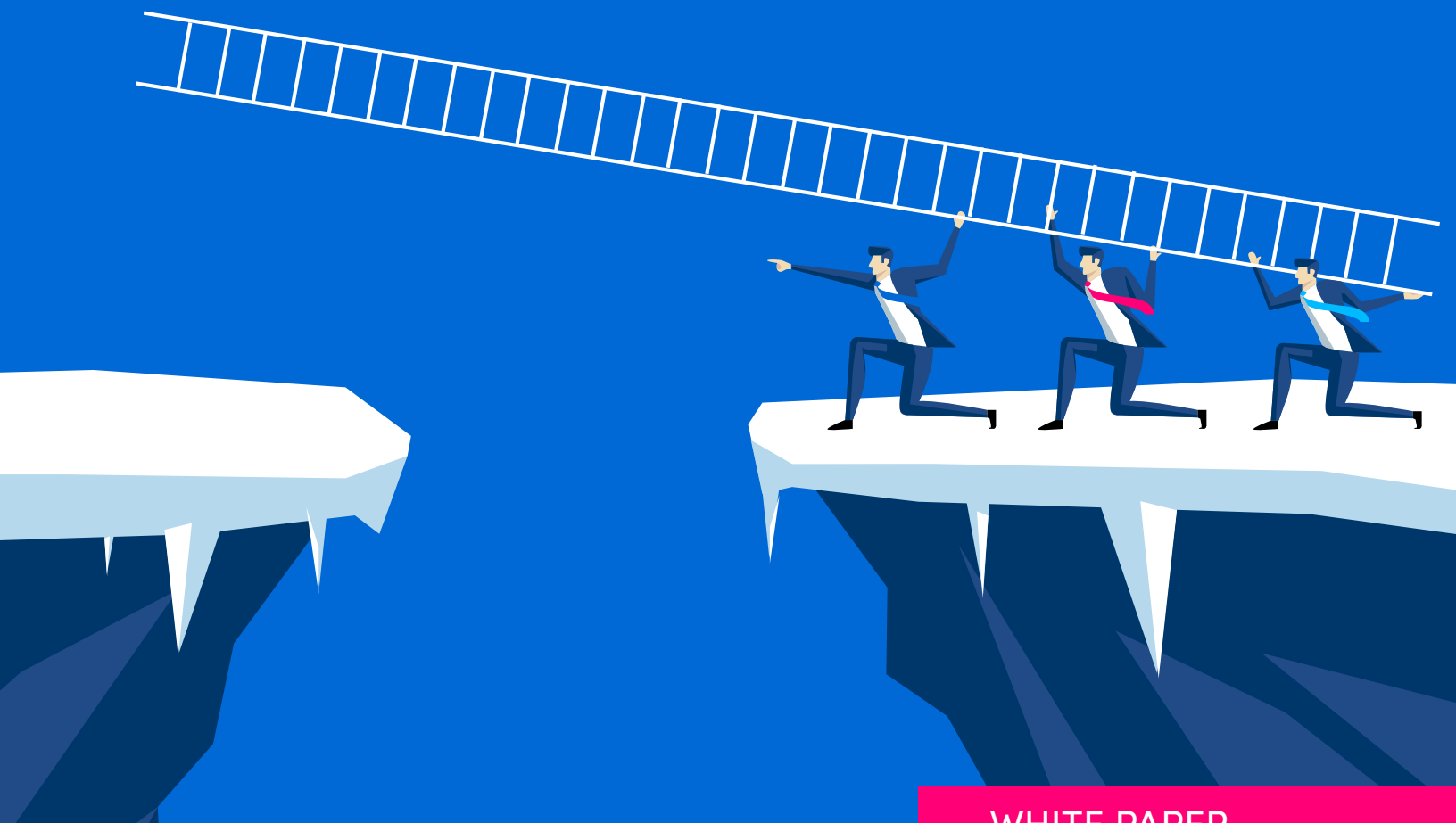


TRANSFORMING BUSINESS COLLABORATION THROUGH ENTERPRISE SERVICE MANAGEMENT



WHITE PAPER

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It's no longer just IT.

The mindset of departments as service providers is on the rise. With the increasing demand for services across organizations to support rapid growth and development, exceptional service delivery is more critical than ever. Yet, it's the delivery that remains a struggle. The quality and consistency of services vary across the organization, often requiring multiple resources, teams, and tools to deliver what's needed by employees.

If your company is like most, you have multiple internal teams providing services -- from IT, HR, Facilities, and more. Approval chains can be a mixed bag of emotions, and tools and processes used to deliver services can be chaotic. Internal service providers struggle with visibility and intelligence in optimizing service delivery processes and implementing continuous improvement, leading to complex interactions that have the opportunity to be simplified.

Service requesters might say...

- I have no idea who to go to get things done...
- Delivery standards and consistency vary greatly from one internal service provider to the next...
- When is my request going to be finished?!?!?

Internal service providers might say...

- We have our own processes to deliver services...
- We use a combination of email, spreadsheets, homegrown tools, or off-the-shelf products...
- We're dependent upon specific people - in specific places - to get things done...

If any of these sound familiar, your organization may not be effectively servicing the needs of employees and hindering business growth. Excellence and success in today's dynamic and competitive business world is both data- and customer-driven. In order for teams to perform and interact efficiently, capabilities and processes need to be in place to continuously improve operational efficiency and the customer experience.

A service desk for the entire company has the ability to streamline and accelerate your service success.

Enterprise service management helps you accelerate your success

With enterprise service management, capabilities are available to every internal service provider within an organization. Teams now have the ability to deliver valuable business and IT services across the company -- reliably and consistently -- while providing employees with unmatched customer service experiences.

Today, there are so many new wants and expectations on IT organizations. Some of biggest game changers include:

Connect Everyone, Everywhere to Maximize Service Success

If we're going to treat employees like customers, we need to employ the same techniques we've applied in business for decades. You need a platform that allows you to connect, engage, and interact at a personal level. Mobility, the social revolution, and new applications create new challenges in recognizing and managing customer needs.

Put People in the Middle of Service Conversations

The digital age has led to systems, applications, and processes replacing many interactions, but service delivery processes often miss the mark. The service itself may not work, the agent may not be helpful, or the customer gets passed from one agent to another, with a lack of accountability.



What's needed is an unmatched user experience that puts the customer in the middle of all service interactions, helping each internal service provider understand every aspect of their customer's wants and needs. Now, customers can get services when, where, and how they want them, while internal service providers can continuously improve customer satisfaction and efficiency.

Centralize All Service Interactions Into One Place

It's no secret that service management has a bad reputation. That's because the user experience - for both service requestors and internal service providers - continues to be poor. From technology-centric tools to complicated user interfaces, many offerings disappoint.

Internal applications have lagged behind consumer experiences. This needs to change. If all service interactions - among customers, vendors, and employees - can be centralized, we can better understand all of these variables and improve the overall user experience.



Enterprise Service Management. At its backbone, there's tried and tested ITIL and service management concepts and capabilities. From that foundation, Enterprise Service Management drives benefits, like department transparency, business continuity, cost control, and staff productivity to the greater expanse of a business.

Deliver a Better Service No Matter The Function

With a common platform for all service activities, service processes across different providers can be accelerated and personalized for each customer in the ways they are used to working. Manual processes can be automated to increase service

provider productivity, while giving customers greater consistency and quality. Now, service level agreements (SLAs) can improve, ticket processes speed up, and quality increases as everything is now better-defined.

“...if all service interactions can be centralized, we can better understand all of these variables and improve the overall user experience...”

Gain New Levels of Visibility and Intelligence To Improve Service Management

A single, enterprise solution for service management enables new levels of transparency and intelligence. With critical information and data -- summarized and up-to-date -- you can effectively streamline service delivery processes, optimize staffing, educate staff and employees, and improve the customer experience.



Visibility into how service quality and response times impact the entire organization's performance and the company's revenue helps you better support the business. And with greater intelligence you can plan capacity, ensure ongoing alignment to business needs, track service delivery progress, and plan for the future.

About Samanage Enterprise Service Management

Samanage is the Service Success Company, enabling modern organizations worldwide to deliver a superior service experience to their employees. Samanage's enterprise service management software accelerates efficiency and visibility into services requested and delivered across an organization, making it easy to continuously streamline process improvement and greater productivity.

Through unprecedented agility and scalability, Samanage gives service providers the ability to rapidly and consistently deliver the services that employees need to get work done.

Samanage is the service management industry's top reviewed IT service desk solution, according to customer reviews.

To learn more about Samanage, please visit www.samanage.com or call 1-888-250-8971.



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Samanage, the Service Success Company, is the most reviewed and highest rated IT service desk vendor. Our team is dedicated to helping customers deliver a better and smarter service experience to their employees. Samanage is smart, easy to use, and inspires customers, small to large, to simplify complex tasks and automate services across an organization. With over 1,600 customers around the world, our software can be tailored to meet specific service needs.