

IT Service Center QuickStart



A Rapid-Deployment Program for ITSC Implementations

FYI: Quickest time to value for ITSC. Contact us at info@cloudaction.com



IT Service Center QuickStart enables you to implement IT Service Center in six weeks, all with added assurance of a fixed-cost contract.

Proven Delivery Plan

IT Service Center QuickStart provides a structured, time-boxed action plan precisely tailored to your organization. QuickStart ensures the successful implementation of IT Service Center's core features:

- › **Employee Workspace** - Increase productivity with a single pane of glass that centralizes personalized communication, employee profiles, third-party apps, and more.
- › **Employee Concierge** - Empower employees to help themselves with centralized knowledge, self-service channels, and IT ticketing.
- › **Incident Management** - Restore normal service operation quickly and minimize business impacts, ensuring that agreed levels of service quality are maintained.
- › **Problem Management** - Identify root cause and follow a pre-defined problem model to solve systemic issues that increases service availability.
- › **Change Management** - Lower risk and minimize disruption to your existing or new services with controlled lifecycle of changes from request through deployment.
- › **Tanium Asset Management** - Increase awareness and context for agents with real-time asset details, health checks and 24-hour activities to drive efficiency and enable faster resolution.

The **IT Service Center QuickStart** guides you through the implementation process and gets you up to speed in six weeks through:

- Comprehensive workshop demonstrating IT Service Center's out-of-the-box functionality
- Documentation of the gaps between your existing ITSM processes and IT Service Center's functionality
- Solution configuration and modifications based on your feedback and user stories
- Pre-loaded technical requirements based on best practices
- IT Service Center production rollout and post-production strategic roadmap

QUICKSTART PROJECT TIMELINE

WEEK 1 ITSC Workshop	WEEKS 2-4 Build and Showcase	WEEK 5 Test and Fine-tune	WEEK 6 Production
Demo OOTB ITSC functionality Gather requirements Analysis of Existing Solution Review ITSM best practices Story creation and gap analysis	Install and configure: <ul style="list-style-type: none">- Employee Workspace and Concierge- Incident/Ticket Management- Problem Management- Change Management- Tanium Asset Management	System testing User acceptance testing System adjustments based on user feedback	Go-live tasks Final review and project close System documentation Post-production strategy and next steps



PARTNER



Faster Time-to-Value With Budget Certainty

Maximizing the value of your IT Service Center investment depends on getting out of the gate quickly. Cloudaction's **IT Service Center QuickStart** enables you to do that by working with Salesforce-certified consultants, following a proven project plan, and giving us the upfront certainty of a fixed-price services contract—all of which enables you to achieve measurable business value in six weeks.

QuickStart Add-on Services

IT Service Center QuickStart Program is augmented by add-on services designed to generate even greater business value in your Salesforce investment.

Salesforce Expertise	Application Integration	Migrations
<ul style="list-style-type: none"> › As a Salesforce Consulting Partner, we offer full-fledged Salesforce solution consulting and implementation services for Service Cloud, Sales Cloud, MuleSoft, CPQ and more. › Our SmartSource managed services offers staff augmentation to support Salesforce environments. 	<ul style="list-style-type: none"> › We integrate Salesforce IT Service Center to cloud-based and on-prem third-party enterprise applications. › We extend IT Service Center's via integrations with Jira and other work management applications. 	<ul style="list-style-type: none"> › We migrate legacy ITSM application to ITSC. › Our migration services existing ITSM data to ITSC. › Our knowledge of ITSM and the ITIL Framework enables us to optimize ITSM processes for IT Service Center.

Let's Get QuickStarted!

Ensure you get the quickest time-to-value from your IT Service Center investment. Contact us via web form at www.cloudaction.com/contact/ or email at info@cloudaction.com. Learn more about our complete Work.com services at www.cloudaction.com/work.

About Cloudaction

At Cloudaction, we are 100% committed to helping our customers transform their IT operations and increase the business value of their cloud technology investment.

Why do customers engage Cloudaction?

- › We are ITSM domain experts.
- › We have deep experience in ITSM migrations.
- › We extend ITSM's value beyond IT.
- › We offer a complete end-to-end project solution.
- › We offer the certainty of fixed-bid agreements.

KEY BENEFITS

- Complete IT Service Center implementation
- Delivery in six weeks
- Budget certainty via fixed-cost contract
- Accelerated return on your investment
- Salesforce- and Tanium-certified consultants committed to your success