



Cloud-based ITSM

How a mid-sized company improved the efficiency of IT operations to meet business demands for faster and more organized service delivery.

Solution Overview

Organizations are increasingly seeking to adopt new approaches to service management. The rise of cloud computing opens up new opportunities for businesses to simplify and improve their IT operations while reducing the costs of infrastructure ownership and maintenance, as well as upgrades.

ITSM delivered as a service in the cloud has transformed the classic IT service delivery model. It allows companies to rapidly implement ITSM solutions and eliminate the burden of monitoring, managing and performing complex upgrades. As a result, they can free up their staff's time for strategic IT projects and provide better services to employees and end-users.

From a financial point of view, outsourcing ITSM to a SaaS provider makes perfect sense. The solution offers flexible pricing and removes the need for additional servers, software licenses, vendor support and application upgrades. Another key benefit is that companies don't need employees working around the clock to keep their ITSM system available at all times.



Industry

Cross industry

Audience

CIOs, CTOs, IT directors, managers in medium-sized organizations and IT workload specialists in enterprise companies

Business challenge

Lack of IT service efficiency, self-service adoption and insights into performance combined and the need to reduce unnecessary manual effort

Business requirements

A flexible ITSM solution capable of supporting large numbers of users and increasing the adoption of self-service. The solution also had to be easy to configure and use without extensive staff training.

Company background

The company has an IT service management (ITSM) tool that does not ensure adequate performance, lacks flexibility and is not user-friendly. As a result, self-service adoption is poor and there is too much pressure on IT staff. The company's IT department comprises 15 people, including 5 service desk agents who provide support to more than 1,200 users and around 1,200 computers (70% Windows, 30% Mac). They are not equipped with the right tools to enhance productivity and are instead burdened with repetitive tasks that don't add value to the customer experience.

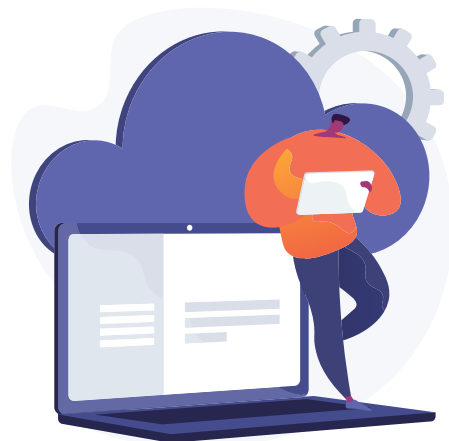
To combat all these inefficiencies, the company needs a new ITS solution that can be deployed in under two months and with minimal configuration.

Business challenges

The company was facing an expensive upgrade, but didn't want to invest in the solution which provided to be inflexible.

Usability was one of the most painful issues – the tool offered limited reporting capabilities and users were slow to adopt its self-service capabilities. As a result, performance was hard to track and the staff had little to no insight into customer satisfaction.

Among the most important issues were: service desk backlogs, inadequate service quality and efficiency, workplace stress and low IT staff morale. Combined, these problems resulted in sloppy service delivery and inefficient ITSM activities that had to be optimized, automated and significantly improved as quickly as possible.



Benefits of ITSM as a Service

- **Accelerate time-to-value**
- **Rapidly implement in days, not months**
- **Save money**
- **Say goodbye to infrastructure and software update costs**
- **Improve efficiency**
- **Automate time-consuming IT processes to speed up service delivery**
- **Say goodbye to infrastructure and software update costs**
- **Simplify IT management**
- **Use one tool to manage IT assets/operations and create service reports**

Talk to our Cloud Expert

To learn more about how our ITSM as a service can help you improve the delivery of IT services and support, and simplify the management of ITSM tools across your organization, contact our cloud experts.

