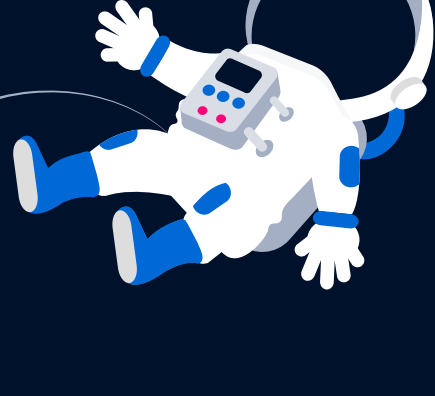


TO INFORMATION TECHNOLOGY AND BEYOND:

AUTOMATING SERVICE MANAGEMENT ACROSS DEPARTMENTS

Every Department is a Service Provider

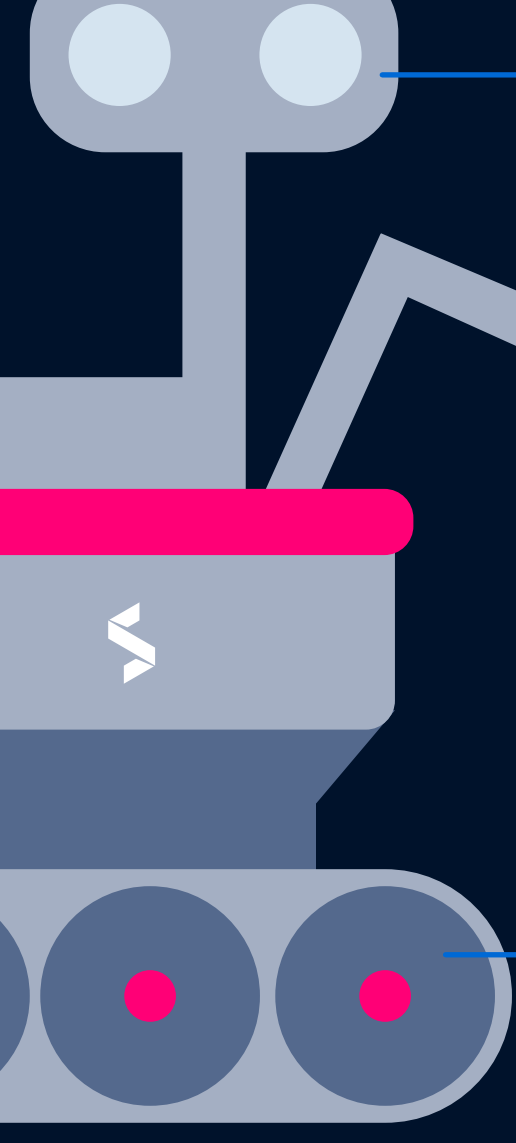


That means every department can benefit from automated workflows, integrated technology, and other service management best practices.

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AUTOMATION BENEFITS

Adopting a service management tool across business units can streamline the experience for both service providers and employees.



Provide the ability to automate processes across business units by integrating other tools and service delivery workflows.

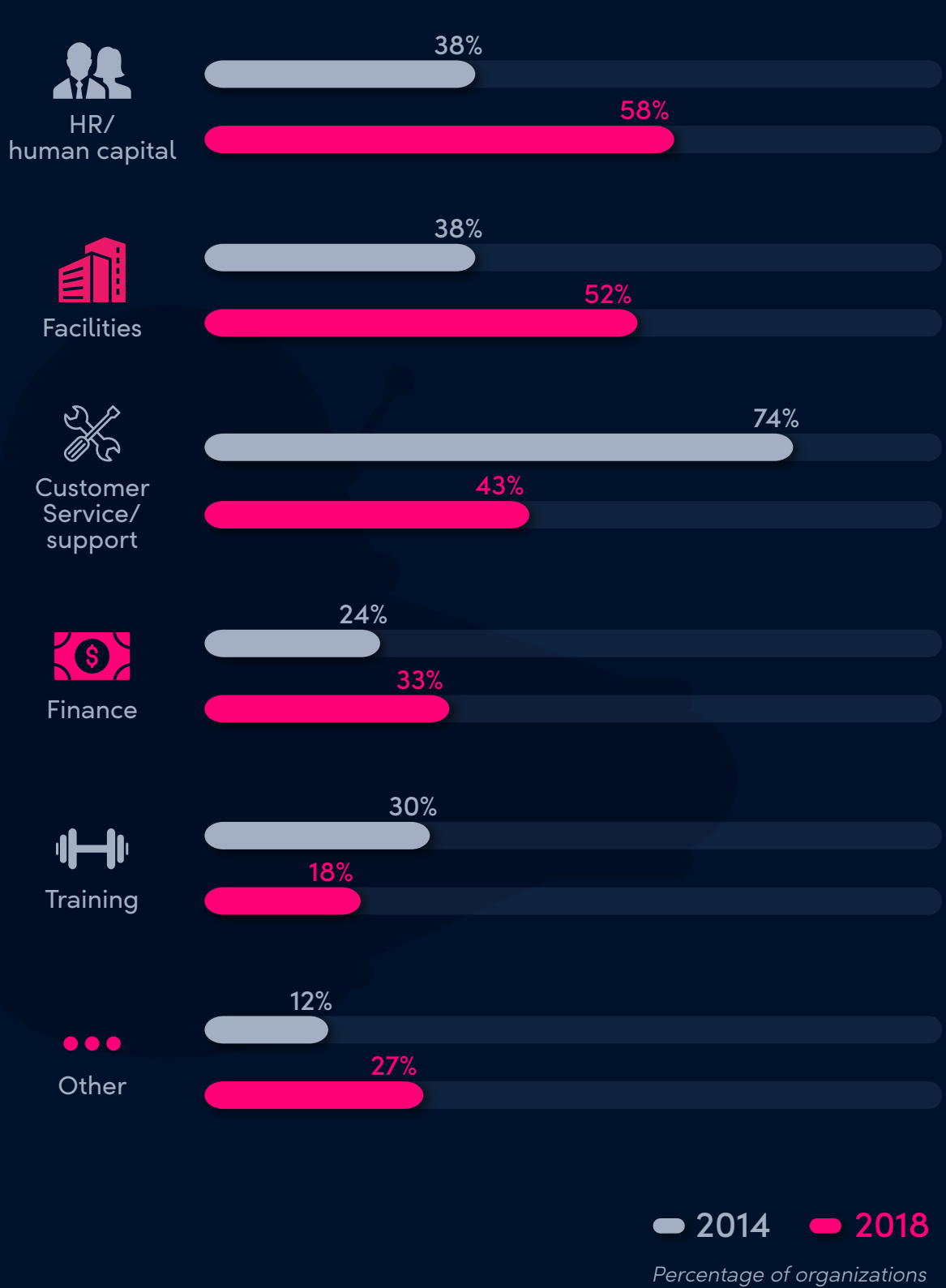
Provide rapid access to data and information as authorized, as needed, where needed.

Automatically route tickets to HR, facilities, IT, finance, and other departments, avoiding downtime in general incident queues.

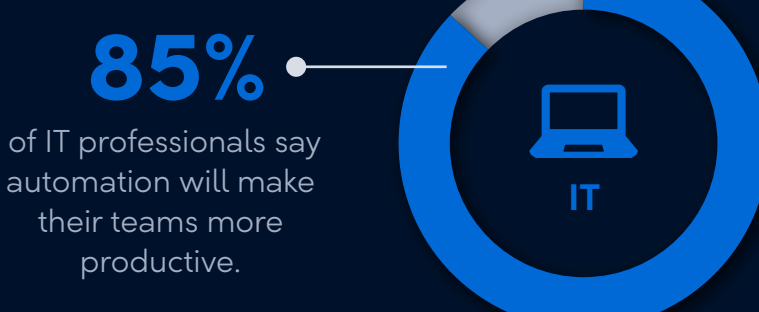
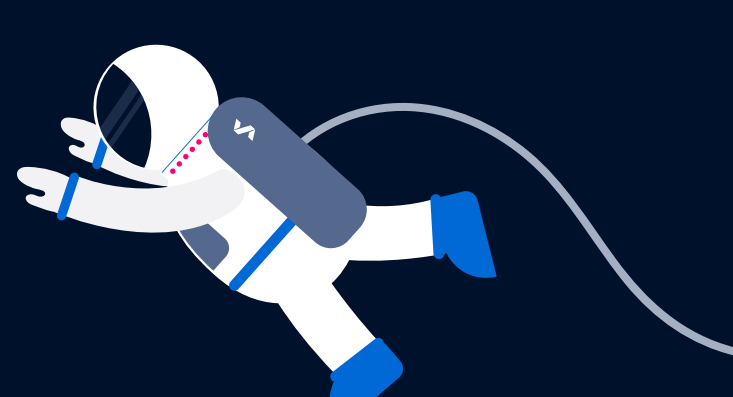
OUR RECENT SURVEY REVEALED THAT **77%** OF ORGANIZATIONS HAVE UNDERTAKEN THE EXPANSION OF SERVICE MANAGEMENT TO IMPROVE THE CUSTOMER EXPERIENCE.

WHICH DEPARTMENTS ARE USING SERVICE MANAGEMENT?

HR, facilities, customer service/support, finance, and training are far from the only departments that could benefit from full-scale automation through service management. Legal, marketing, transportation, health and safety, sales, creative services, engineering, and supply chain are also catching on, according to our survey. It's clear that automation through service management is permeating the entire organization.



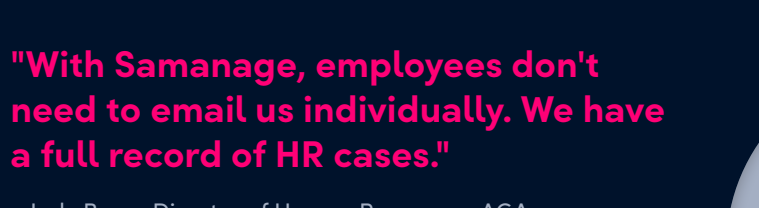
ORGANIZATIONAL BENEFITS



"Leveraging automation has helped us decrease our time to first response by 45 percent."

- Andrew Neumann, Director of IT, Rogers Behavioral Health

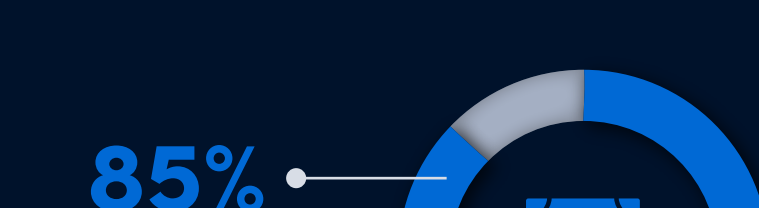
EXAMPLE - Build workflows for hardware requests. You can have multiple service catalog items for each hardware type.



"With Samange, employees don't need to email us individually. We have a full record of HR cases."

- Judy Barry, Director of Human Resources, AGA

EXAMPLE - Employee Onboarding Bring all of the steps of the onboarding process into one location for the hiring manager and service providers involved.



"Our accounting team sees all of the tickets for purchase orders, and they can see exactly who approved it."

- Chris Comerford, CIO, Adler Planetarium

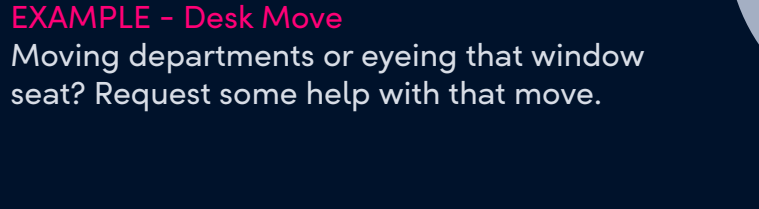
EXAMPLE - Travel Approval Work trips are often beneficial, but someone needs to say yes before flights and hotels get booked.



"Our facilities team uses Samange to build forms and workflows, providing quicker answers."

- Steve Blackburn, Continuous Improvement Analyst, Yorkshire Water

EXAMPLE - Desk Move Moving departments or eyeing that window seat? Request some help with that move.



"When we have guests at the office, we can streamline meeting rooms and catering through automated workflows."

- Bob Gardner, Manager of PMO and IT, ACHC

EXAMPLE - Book a Room You can't host an event without a room for hosting it! Secure your space (or have Shared Services boot any squatters).



"I discovered Samange when I used the service catalog to order business cards. It was quick and easy."

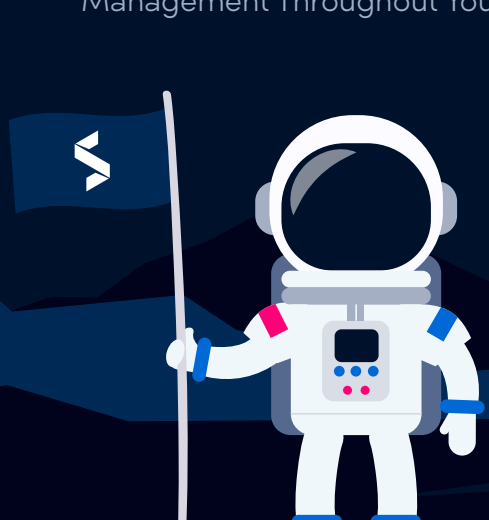
- Bob Gardner, Manager of PMO and IT, ACHC

EXAMPLE - New Web Content There's a glaring update required on the website. Ensure the critical changes get to the correct person.

Your employees can find all of these requests in one place, and your service management solution will drive automated processes for every department.

For more ideas on streamlining service beyond IT, download our ebook, "150 Ways to Automate Service Management Throughout Your Organization."

DOWNLOAD THIS WHITE PAPER NOW!



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