

**Optimize process,
workforce management
and services with
ITSM Enterprise**



ITSM Standard transformed your operational productivity. **ITSM Pro** helped you reimagine customer engagement, leveraging AI and machine learning to open new doors to IT and service management efficiency.

Now, from a single interface, **ITSM Enterprise** enables new levels of visibility into team performance and scheduling, and unprecedented, real-time workflow visualization and analysis.



ITSM Enterprise for Unprecedented Visibility into People and Processes

Workforce Optimization in ITSM Enterprise empowers managers, team leads, and agents to improve the quality and efficiency of service teams while enhancing team satisfaction. Within a single interface, Workforce Optimization enables smart scheduling and skills growth, along with real-time and historical snapshots of team performance.

Enhance the supervisor/manager experience by providing a central location from which managers can access:



Schedule creator and shift management



Real-time views of queues and agent activity



Agent performance management



Reporting and analytics on team performance



Skill matrix and coaching capabilities

Savings from Workforce Optimization

Queue management:

60%

reduction in time spent on routing

Scheduling efficiency:

104

hours saved per agent on scheduling each year

Training cost reduction:

10%

reduction on turnover in year 1 and **\$3,567** on onboarding cost per agent

Reporting:

83

hours saved in creating reports like annual performance reviews

Process Optimization enables visualization and analysis of process flows based on data hidden in ServiceNow audit logs. You can drill down into workflows to identify bottlenecks and weaknesses that denigrate KPIs and limit customer satisfaction for proactive optimization that drive improved business outcomes.

Process Analysis allows users to access:



Process maps to provide one-click visibility into as-is processes for end-to-end process transparency



Performance analysis providing insight into process bottlenecks, weak spots, and find potential areas for optimization



Integrated continual improvement management enables proactive assessment and improvement of ITSM processes based on facts and new initiatives from within the Process Optimization workspace



ITSM Best Practice Content Pack offers pre-built process optimization models for Incident, Problem, Change, and Request processes to help achieve continual improvement initiative goals

Savings from Process Optimization

Discovery and mapping:

4

weeks reduction on time spent on manual processes per year

Process assessment:

\$30k

saved on process assessment consultants per year

Continual process optimization:

\$30k

saved versus using siloed tools

Monitoring and reporting:

\$20k

saved versus manual processes

ITSM Standard	ITSM Pro	ITSM Enterprise
<ul style="list-style-type: none"> • Incident Management • Problem Management • Change Management • Release Management • Asset Management • Request Management • Cost Management • Walkup 	<ul style="list-style-type: none"> • Performance Analytics • Predictive Intelligence • Continual Improvement • Virtual Agent • Vendor Manager Workspace • Service Owner Workspace 	<ul style="list-style-type: none"> • Workforce Optimization • Process Optimization

Gain the end-to-end visibility to optimize your teams, resources, and processes

ITSM Enterprise provides the real-time visibility into agents, teams, and processes that take digital transformation to the next level. You gain the ability to consistently monitor performance, analyze workflows to identify issues or areas of improvement, and take remedial action to improve business outcomes. You gain increased efficiency, greater productivity and cost savings, as well as increased agent and customer satisfaction.

Learn more about the benefits of Workforce Optimization and Process Optimization capabilities in ITSM Enterprise.

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