

Ignite service desk productivity by automating software requests

Unlock IT service team productivity and delight employees, while reducing software spend and license compliance risk

High volume routine requests are burdening IT teams with mundane work and eating up valuable time and resources that could be applied to more innovative, strategic projects. One of the biggest drains on IT service team productivity is requests for desktop software.

The service desk is flooded with thousands of phone calls, messages, and tickets from employees who are eager to get software installed on their machine quickly, so they can get on with the task at hand. Instead, employees are often left frustrated with how to request what they need and the slow answers they get in return, costing everyone valuable productivity hours.

One seemingly simple request—"Can I get Adobe Acrobat Pro?"—involves a series of steps: check a spreadsheet with enterprise licensing agreements, confirm availability to add another user or make room by swivel-chairing to an endpoint management system to make room by removing software from another users' machine, possibly secure a manager's approval, and then circle back to the requester.

What if you could automate all of these steps to make things faster and easier on everyone?

Transform software request and asset management processes fast with an out-of-the-box solution

Software Request Automation is an out-of-the-box ServiceNow® IT workflow that transforms how software requests are made and managed. AI-powered Virtual Agent conversations and Service Portal software catalogs connected to workflow automation resolves employee requests quickly, boosting productivity while giving IT complete visibility and control over software governance and spending. Implementation, go-live, and time to value is a matter of days—no coding or customization is needed and workflow integration with Microsoft System Center Configuration Manager (SCCM) is built-in.

It enables you to:

- Give end users an easy, accessible way to request software at any time and from anywhere via Virtual Agent or a self-service portal
- Implement out-of-the box Virtual Agent conversations for software requests
- Install and remove software from users' machines automatically based on workflow logic, while maintaining strong governance controls with pre-defined access controls and automatic license compliance safeguards
- Gain greater cost and usage visibility of software
- Optimize license utilization of owned software by reclaiming unused licenses and buy only what you need
- Mitigate vendor audit risks and maintain compliance
- Improve long-term insights and decision-making with centralized, consistent data about software requests and demand
- Leverage your existing investment in Microsoft SCCM with built-in workflow integration

Solution

- IntegrationHub Microsoft SCCM for Client Software Distribution (CSD)
- Software Asset Management (SAM)
- Virtual Agent
- Service Portal/Service Catalog

Results

- Reduce software request-related costs by hundreds of \$K annually
- Reduce mean time to resolution (MTTR) by 99%
- Reduce ticket volume by the thousands
- Automatically reclaim unused licenses and save hundreds of \$K annually
- Unlock IT services team productivity by shifting thousands of hours/year to innovation
- Deliver fast, 24/7 self-service resolutions from any device

Find out how Software Request Automation can alleviate a major productivity drain on the IT service desk. Click one of the links below.



Demo video



Webinar

Quickly give users what they need with AI-powered self-service

It's time to modernize the way IT supports the rest of the organization. The traditional way of managing software requests—with exchanges of emails, phone calls, and chasing down information in spreadsheets—is an inefficient use of staff time. And it's not a scalable solution.



Before: Wasted support staff and hours on low-value work



After: Less ticket volume unlocks productivity for high-value work



Make it easy for employees to get the software they need fast

ServiceNow has built IntegrationHub automation right into Virtual Agent conversations for snappier response. It's easy for employees to get the desktop software they need—with fast, always-on self-service resolution.



Virtual Agent in **Now Mobile**



Virtual Agent in **Slack**

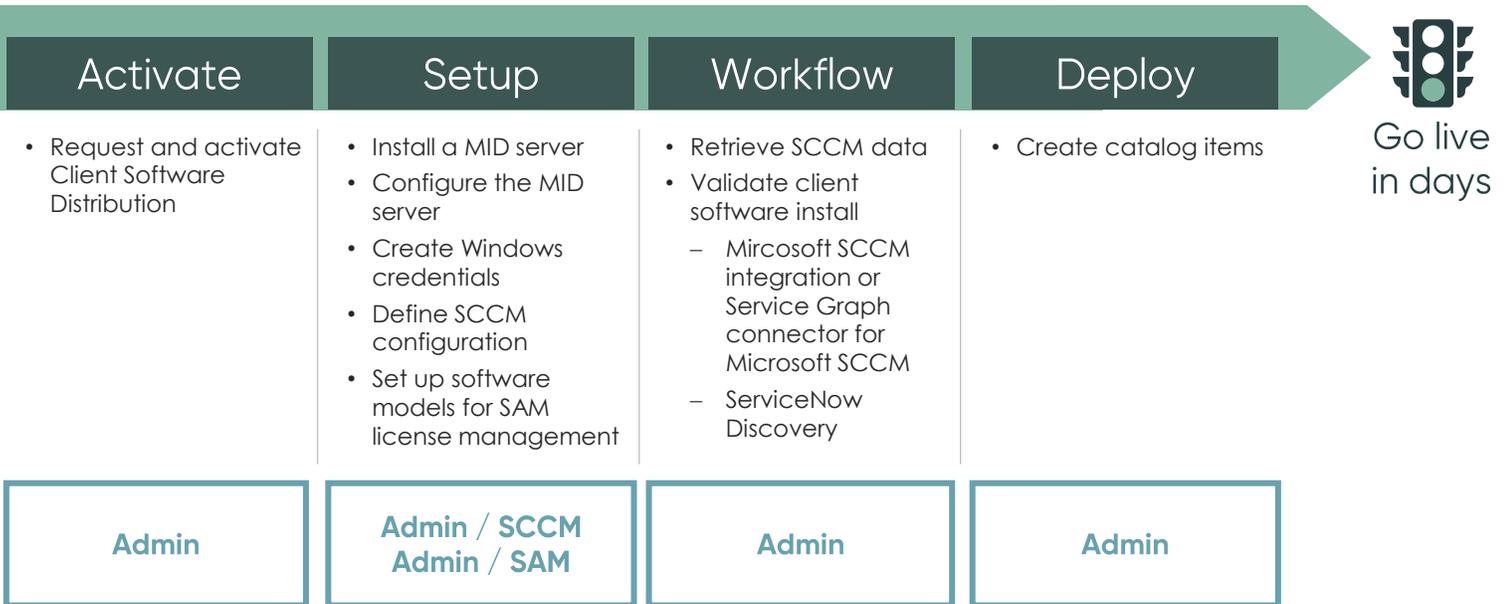


Virtual Agent in **Teams**

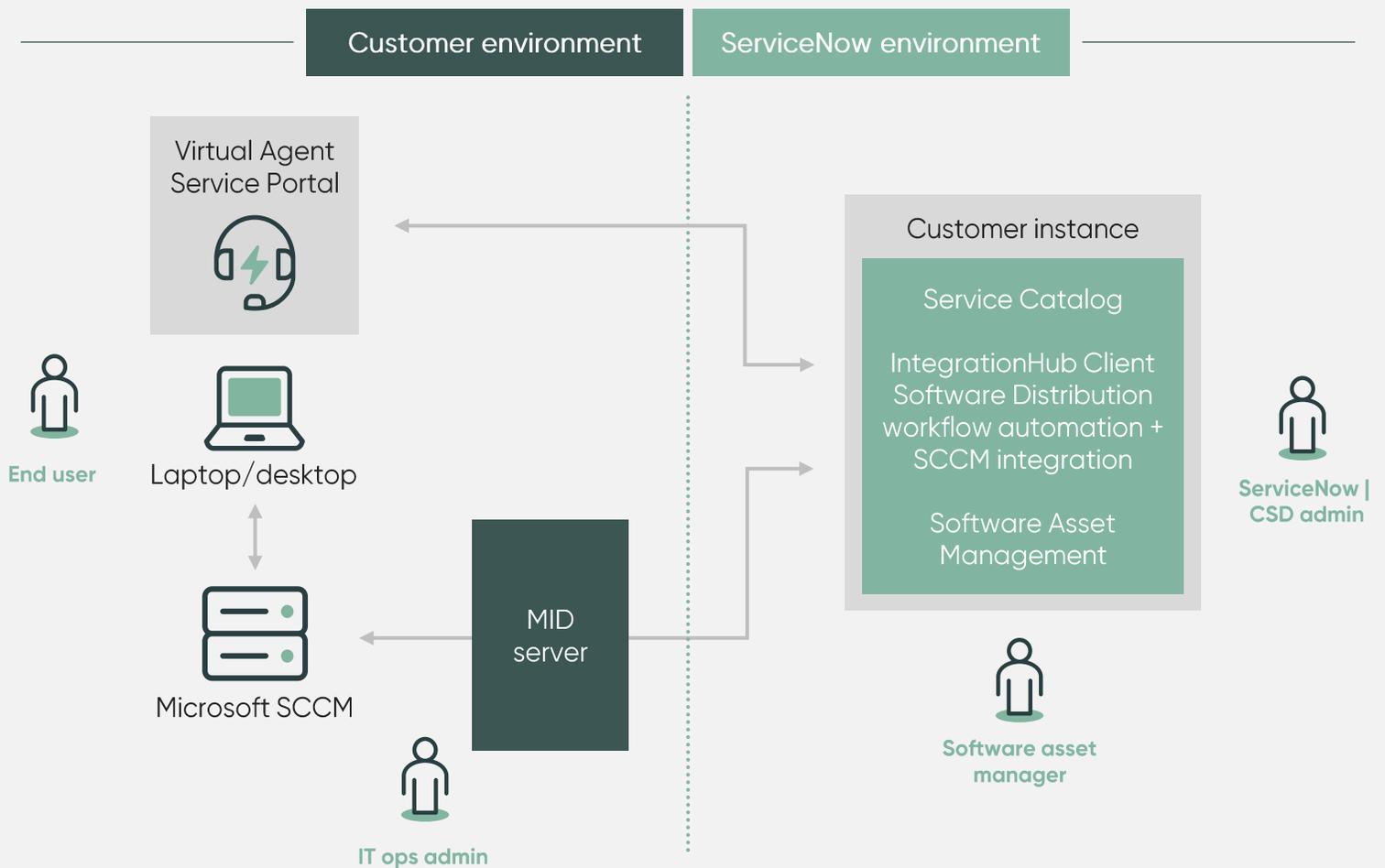


Software catalog in **Service Portal**

Streamline implementation for fastest time to value



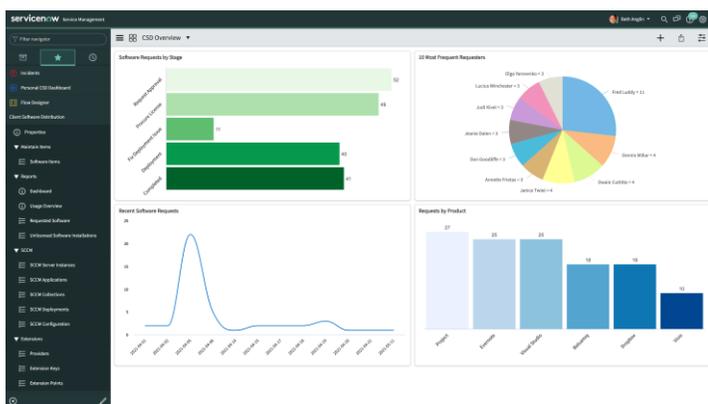
An out-of-the-box, end-to-end solution



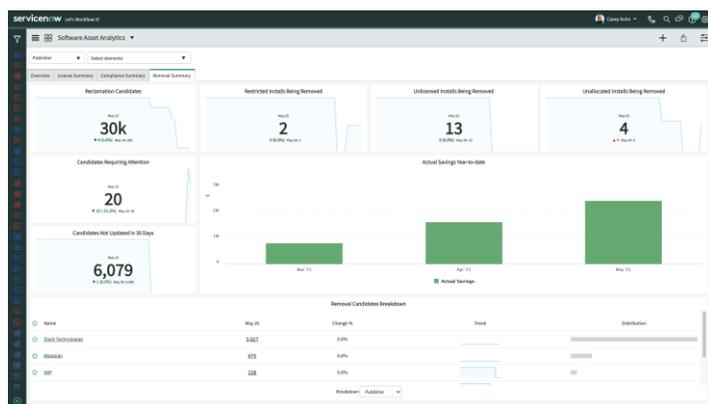
Give IT more control and better visibility

Out-of-the-box reporting and dashboards

Client Software Distribution and Software Asset Management come with comprehensive reporting and analytics that provide KPIs and key actionable insights into the software request, deployment, removal, and asset management processes. For example, companies can track unlicensed software installation, available license counts, view the top 10 installed applications, and understand how software requests are changing over time. Dashboards give team members one place to go view critical information and take action—from identifying and revoking software, to extending a lease, to tracking the status of software installations and license procurement.

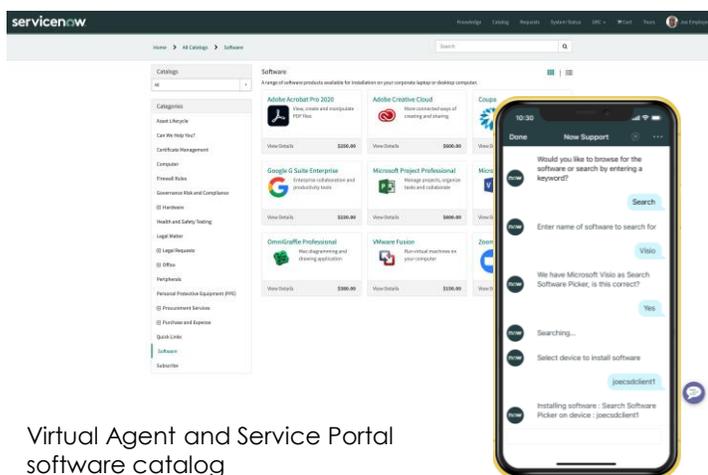


Client Software Distribution overview



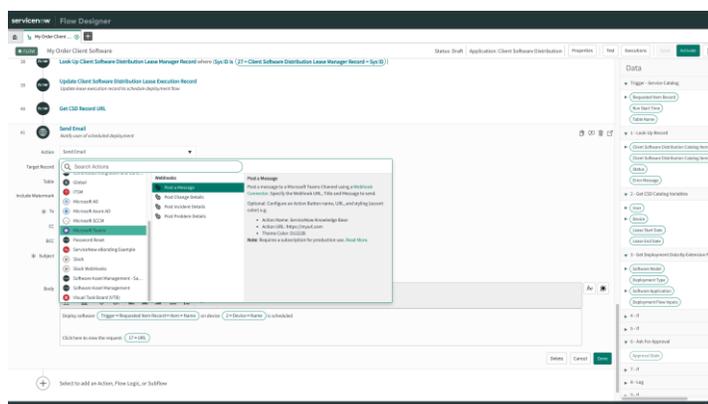
Software Asset Management dashboard

Always-on self-service for fast resolution



Virtual Agent and Service Portal software catalog

Go beyond out-of-the-box to meet unique business needs



Copy and modify out-of-the-box flows in Flow Designer

