

ITSM Processes for the Enterprise: the Next Frontier

IT Service Management (ITSM) is the core of digital transformation and propels the IT service desk to new heights. However, IT teams are not the only ones who should be over-the-moon excited about ITSM. When organizations put ITSM processes to work as Enterprise Service Management (ESM), the benefits will have you seeing stars.

Why Should ITSM Eclipse Other Options?

When launching ITSM as an ESM tool, companies can expect a greater return on investment that will ultimately help to optimize costs. Using ITSM as ESM across various departments can lead to better efficiency, reduced operational costs, improved collaboration and communication, and an increase in visibility within the organization. Not to mention that ITSM will provide a UNIVERSAL way of communicating between teams.

Which Teams Can Benefit from Using ITSM Processes for ESM?

Legal

Need your company's in-house legal team to review a document? Don't hit them with a meteor shower of files via email and risk an important question slipping through the cracks and flying into the cosmos. Planet out and use EV Service Manager and EV Self Help to access knowledge articles, submit a request to review, and communicate on specific items in the document's orbit.

Office Management

Managing and tracking office assets, like furniture and supplies, abducting your time? Old assets taking up SPACE in your workplace? Use EV Service Manager to track assets, submit tickets for new supply needs, track order history, and give your office manager a way to SATURN that frown upside-down.

New Hire Onboarding

Employee onboarding can feel like a black hole for productivity. EV Service Manager and EV Self Help can help propel employees through the onboarding process faster, leading them through the deep space of important HR steps (like entering tax information) all the way through guided workflows in the orbit of their daily job duties.

Ready to learn more out-of-this-world ways to use ITSM as ESM?

Click here for more real-world use-cases from our customers here on planet earth, and to download your FREE Countdown to Takeoff checklist to help you get started and evaluate if ITSM as ESM is right for your team!

[DOWNLOAD YOUR FREE CHECKLIST](#)