



Your ITSM Pro ROI lies hidden in your data

The ITSM Pro data assessment looks at your data to identify how ITSM Pro technology can help you improve process automation and efficiency levels.

The ITSM Pro offering allows you to continuously improve your ITSM processes.

By utilizing an array of integrated technologies (including Virtual Agent, Predictive Intelligence and Performance Analytics), ITSM Pro helps you raise your automation, deflection and self-service levels to reduce costs and increase the quality of your services.

Challenges for ITSM Pro customers:

- Not getting the expected value after spending substantial time and efforts to get up to speed with ITSM Pro
- No clear guidance on how and where to begin an ITSM Pro implementation
- Limited experience with integrating ITSM Pro capabilities and get better results

Key questions by ITSM leaders:

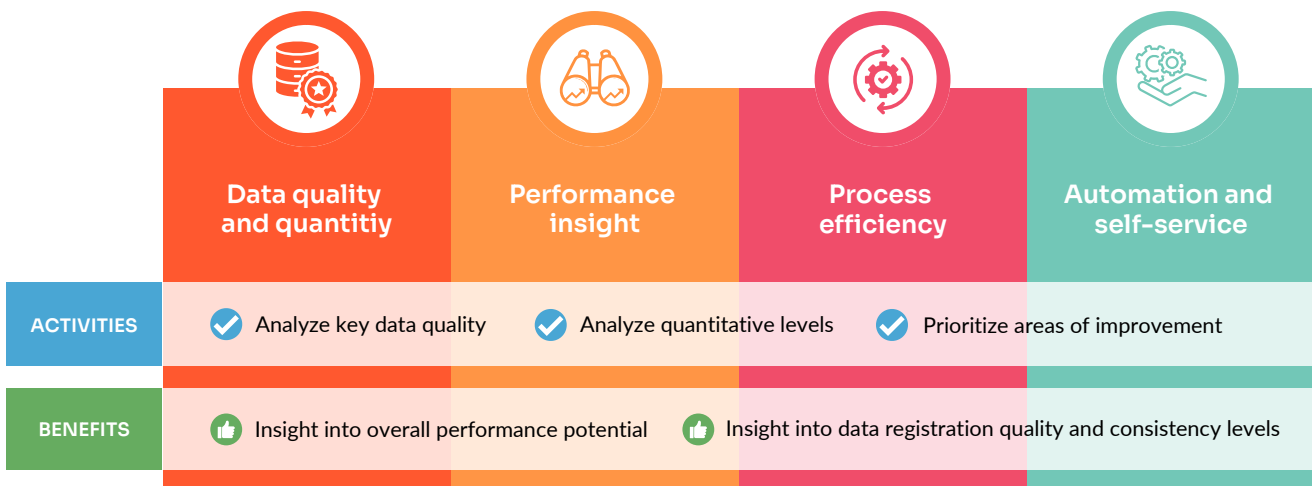
- “How do I discover the value ITSM Pro can deliver within my specific situation?”
- “How can we get started with ITSM Pro and how quickly can we expect ITSM Pro to deliver value to our organization?”

Our solution

ITSM Pro Data Assessment

The Cloud People have developed the ITSM Pro Data Assessment to identify the potential value ITSM Pro can deliver within a specific environment. Taking your data as our starting point, we assess how ITSM Pro technology can help you improve your processes on both shorter *and* longer terms.

We analyze four key areas to identify opportunities for improvement:



Related to these areas, we investigate several specific improvement cases:

- Identify process bottlenecks that decrease current efficiency and impact incident resolution times
- Identify potential to increase utilization of self-service technology
- Identify potential to increase utilization of knowledge management
- Identify potential to increase incident registration quality
- Identify data consistency issues and how to address these going forward



The outcome of the assessment consists of two deliverables:

1. We determine improvement quick starts to address low-hanging-fruits, allowing for short-term delivery of value
2. We define a stepping stone roadmap displaying improvement steps to take over time, working towards a well embedded, mature, continuous improvement organization.

Benefits

- Know where and how to improve your performance by utilizing ITSM Pro capabilities
- Confidence in selecting the right improvement projects
- Adopt your ITSM Pro license and gain value out of it on shorter and longer terms
- Improve your process automation, deflection and overall efficiency levels

Why us

- Unique focus on the ITSM Pro capabilities
- Active for over 24 years in the "Service Management Performance" space
- Close relation and collaboration with ServiceNow Pro product and documentation teams.