

5 Key Capabilities for a Smart Service Desk Solution



With Micro Focus Service Management Automation

Traditional ITSM Solutions **Fail** to Meet User and Business Expectations



57% of support organizations saw an increase in ticket volume and related costs over the past year.¹



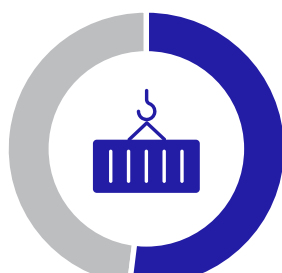
47% of business leaders prioritized revenue growth, cost reductions and customer experience improvement.²



Business-aligned organizations are more likely to spend money on technologies such as artificial intelligence (AI), predictive analytics, service automation, and virtual agents over the next twelve months.³



74% of business-aligned IT organizations use an ITSM Tool or Suite outside of IT³



52% said they would consider new applications pre-packaged in containers in the short term⁴



Move Your Service Management to the Next Level with These **5 Key Capabilities**

1. Analytics built-in



Smart analytics and machine learning for automated ticket categorization, hot topic identification and other insights

2. Self-service



Service portal for one-stop shopping for goods, services and support, with smart search and 24x7 support via chat bots

3. Automation



Task, workflow automation and orchestration to remediate incidents, execute and verify changes, and more

4. Manage beyond IT



Smart service desk extension into business departments and processes like HR, portfolio and facilities management

5. Choice of deployment



Flexible deployment model based on container technology to run the solution on premises and in the cloud

Micro Focus Service Management Automation provides organizations with an analytics-driven solution suite with an engaging user experience for IT and the business, ranging from simple ticket management to intelligent end-to-end workflow automation and orchestration.

Reap the Benefits

An engaging user experience:



Increased user satisfaction and agent productivity

Quickly resolve tickets for a superior user experience



Better user self-sufficiency and 24x7 support

Provide answers and solutions, any place and any time

Reduced service desk cost:



One tool for IT and the business

Eliminate proliferation of disparate service desk tools



Meet and exceed service levels

Faster and better support with automation and machine learning



Quick time to value and a low TCO

Choose from on-premises, private and public cloud deployment



Micro Focus Service Management Automation



Benefits that health insurance provider **AfroCentric Group** gained from implementing Micro Focus Service Management for business service delivery across the enterprise:



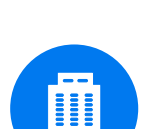
Consolidation of disparate support channels into a single point of entry with an out-of-the-box, **easy-to-use** solution



High visibility across the business and IT with **real-time dashboards** that show trends and risks



Risk management, IT management, and service management is now **part of the culture**



Enterprise wide adoption in the business and IT, with approximately **70% usage** of the solution in the business space

“Service management becomes relevant across the enterprise, not just within IT. For me that has probably been the best outcome we could have hoped for.”

ZAID ISMAIL
AfroCentric Group

Micro Focus Service Management Automation is the only solution available for deployment on premise virtualized, on bare metal, or on public cloud infrastructure.



For more information, please visit:

www.microfocus.com/itsm