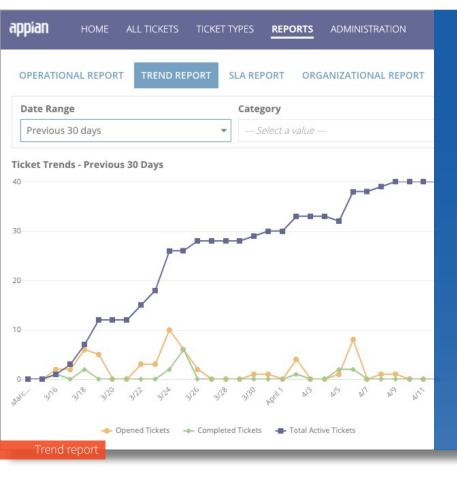
SERVICEQUE SOLUTION

Better, faster, and cheaper service management

Revolutionize your service management with an affordable, lowcode solution to improve employee experiences and accelerate response times.







THE CHALLENGE

Businesses of all sizes are involved in IT service management in some way. Some use spreadsheets and old legacy systems, and others use large, expensive platforms. Neither are effective.

Legacy systems often take on more than they were originally meant for; being built with limited flexibility. This makes it difficult to make enhancements and changes, which delays service requests, and causes poor user experiences and performance.

And large service request platforms are usually extremely expensive to set-up and maintain. Customization can be difficult to complete in-house, which drives up ongoing costs and slows down the process. Again, delaying operations and frustrating employees.

<u>According to ITSM Tools</u>, IT service desk optimization is key to IT support success in 2021. Not only to change the traditional ways of managing service delivery, but to also meet the need for better, faster, and cheaper operations and outcomes.

So, are you set up for success?

THE SOLUTION

ServiceQue, built on Appian's low-code platform, is a scalable solution for IT service ticket management. It was specifically designed to meet the service management challenge for businesses of all sizes, at a much lower price point.

It enables organizations to support unique service request needs across various business units. With the ability for business users to easily create, configure, and manage custom ticket types and workflows, *ServiceQue* is a one-stop-shop for service ticketing.

Plus, its dashboards and reports provide essential insights into service ticket volumes, turnaround times, and root causes to identify issues and gaps and reduce unnecessary spending.

Ticket detail appian Ticket #28 : Lenovo monitor GK748 does not work consistently Summary Ryan VanDePutte Mar 24, 2021 DUE DATE Mar 30, 2021 CATEGOR 50% Ticket Informati Notes My new Lenovo monitor GK748 is not turning on consistently and the \$ 574339-3322 eques Departn ▼ rvan.vandeputte@bitsinglass.com **Requestor Email** Linked Tickets Summary Report Θ ssigned To Ticket Category Created By Created On urrent Owner: Rva Mar 25, 2021 Connor Wilczek 30 - Need software installed Technology

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SOLUTION FEATURES

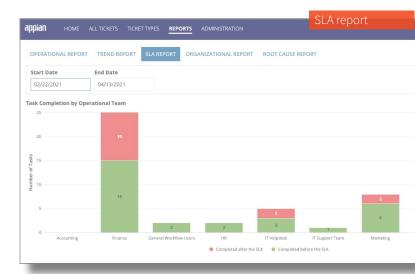
- Easily create, configure, deploy, and manage custom service ticket types and related workflows
- Configure service-based commitments between service providers and customers
- Leverage pre-built connectors for integrating with other business systems, such as asset management
- Access past service tickets, actions taken, resolutions, and trends for improved reporting
- Analyze root causes of common service requests

BUSINESS IMPACTS

- Reduces IT support required to deploy and manage service ticket needs faster and more efficiently
- Eliminates the need for one-off, ad-hoc tools and workflows for handling service requests
- Provides visibility to support SLA compliance
- Increases employee productivity with automated reviews and approvals for improved response times
- Provides insight into service requests across the business, identifying issues, gaps, and opportunities
- Reduces duplicating service requests and spending

Unclaimed Tickets Assigned to Me Welcome. Ryan VanDePutte. Assigned to Me Ticke Category Created By Created On Due Da mar 24, 2021 🗂 Mar 30 M Apr 6, 202 Apr 7 m Apr 6, 2021 0 Apr 7 m Apr 16 🛗 Apr 2, 202 m Apr 30, 57 - not enough gro 🛗 Apr 9, 20 O Unclaimed Tickets in my queues SEARCH CATEGORY A ▼ STATUS A

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Bits In Glass is an award-winning software consulting firm that combines our deep industry expertise and experience with the best names in technology to provide you with innovative solutions to your unique business challenges.

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Appian helps organizations build apps and workflows rapidly, with a low code automation platform. Combining people, technologies, and data in a single workflow, Appian can help companies maximize their resources and improve business results.

Many of the world's largest organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk management and compliance. For more information visit <u>appian.com</u>.

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