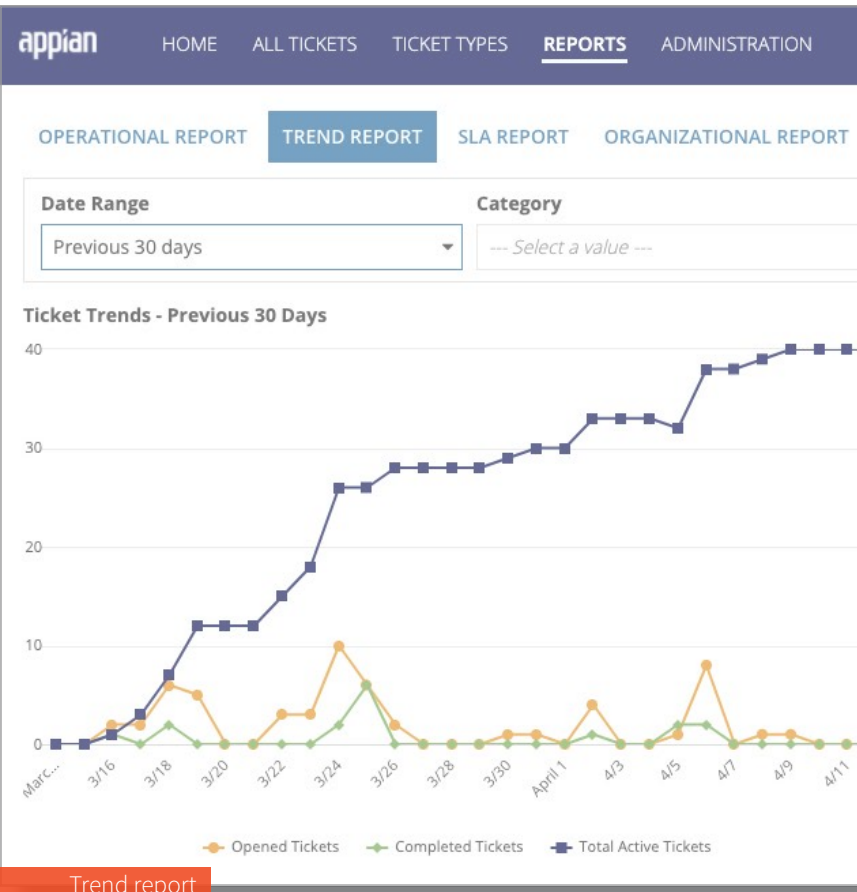


# SERVICEQUE SOLUTION

Better, faster, and cheaper service management

Revolutionize your service management with an affordable, low-code 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.

According to ITSM Tools, 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?

Under SLA Over SLA

## 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.

## SCHEDULE A DEMO TODAY

sales@bitsinglass.com | 1-888-336-4484 | bitsinglass.com

Ticket detail

Ticket #28 : Lenovo monitor GK748 does not work consistently

Summary Documents History Related Actions

50%

Troubleshoot Screen Settings Assigned To: Finance

Completed By: Ryan VanDePutte  
Completed Date: Apr 3, 2021  
Comments: yes

Summary Report Assigned To: Finance  
Current Owner: Ryan VanDePutte

Requested By: Ryan VanDePutte  
Request Date: Mar 24, 2021  
Due Date: Mar 30, 2021  
Category: Technology

Ticket Information

Notes: My new Lenovo monitor GK748 is not turning on consistently and the HDMI port is not working.

Requestor Phone: 574339-3322  
Requestor Email: ryan.vandeputte@bitsinglass.com  
Requestor Department: Technology  
Requestor Location: Paris

Linked Tickets

Ticket	Category	Created By	Created On
30 - Need software installed	Technology	Connor Wilczek	Mar 25, 2021

## 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

