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Service Sheeft

We poured 25 years of ITSM experience into an solution



Service Sheeft

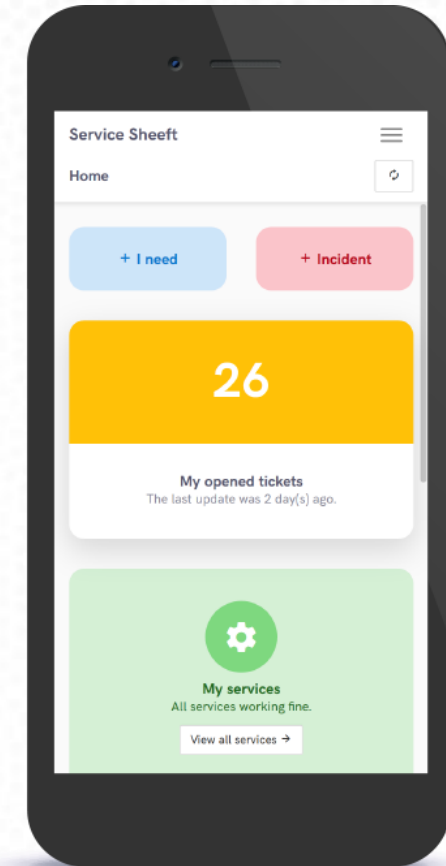
What is Service Sheeft?

How to turn 25 years of ITSM experience into an app?



Service Sheeft is a tool for efficient processing of key ITSM processes created in line with the best ITIL practices and the ISO 20000 standard.

We've built the App and approach for easy ITSM best practices on-boarding, based on ITIL, ISO 20000 and 25 years of experience.



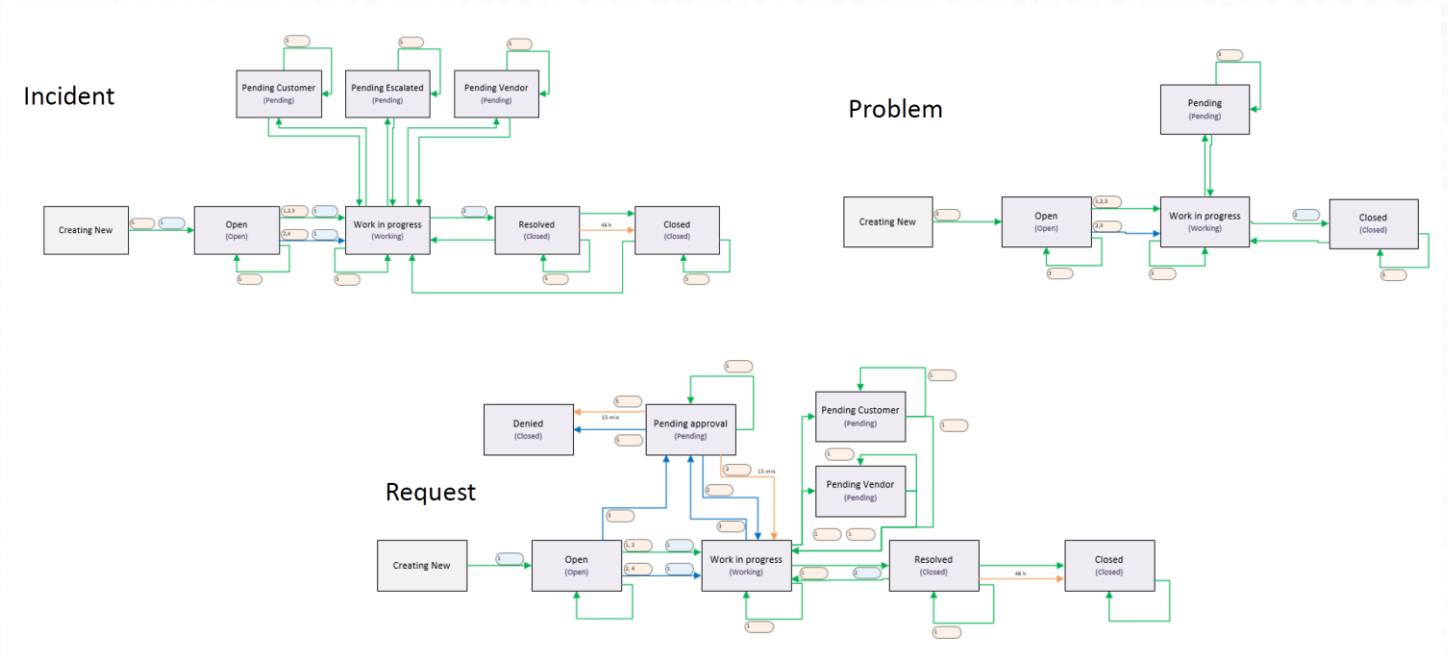
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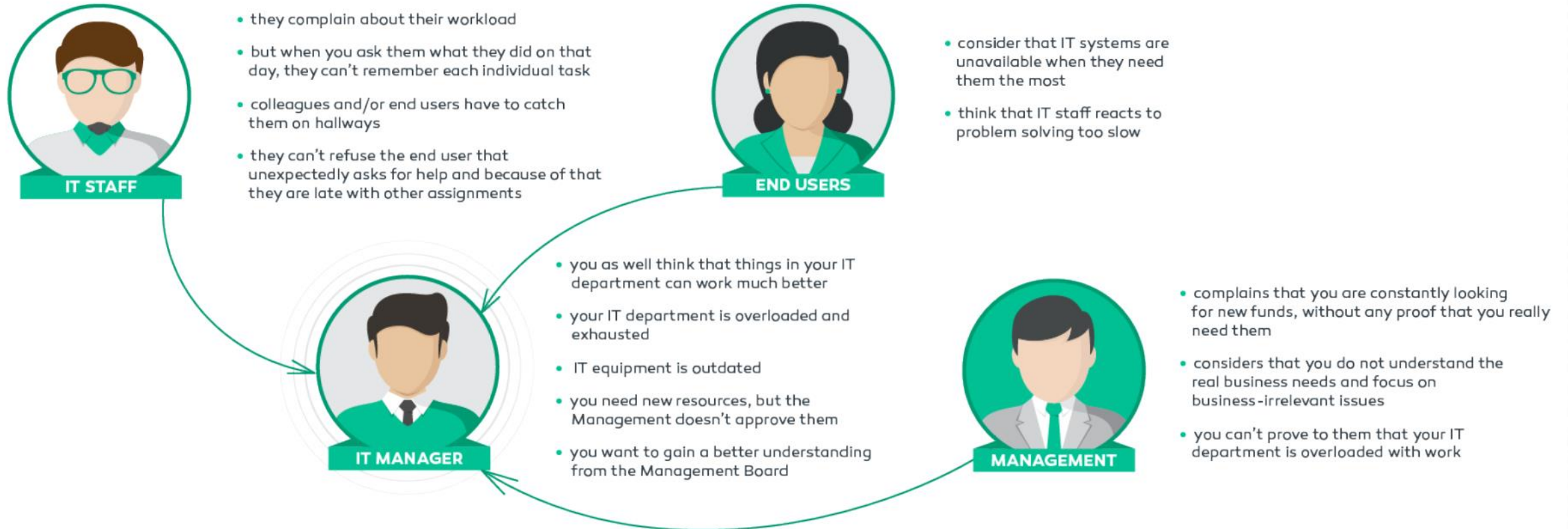
Key challenges for ITSM implementation

- Implementon of ITSM best practices it's perceived as hard to start
- ITSM process performance is dependent on tool capabilities
- Justification of resources (time & money) spent on ITSM implementation

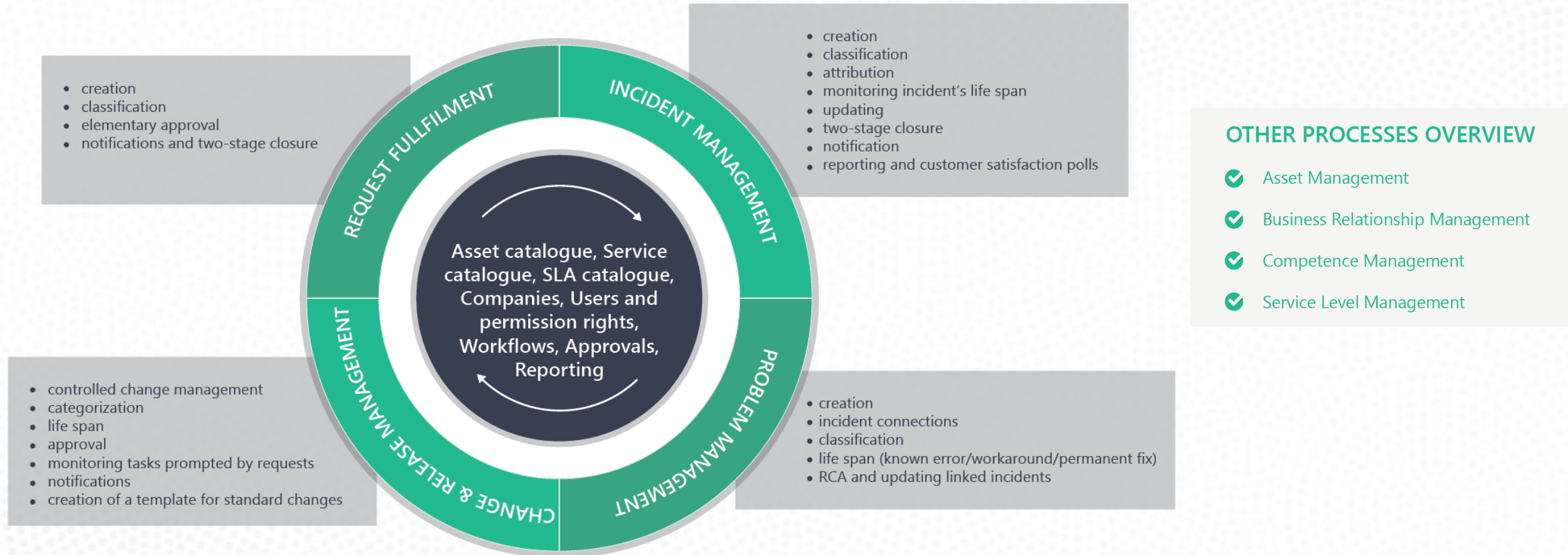


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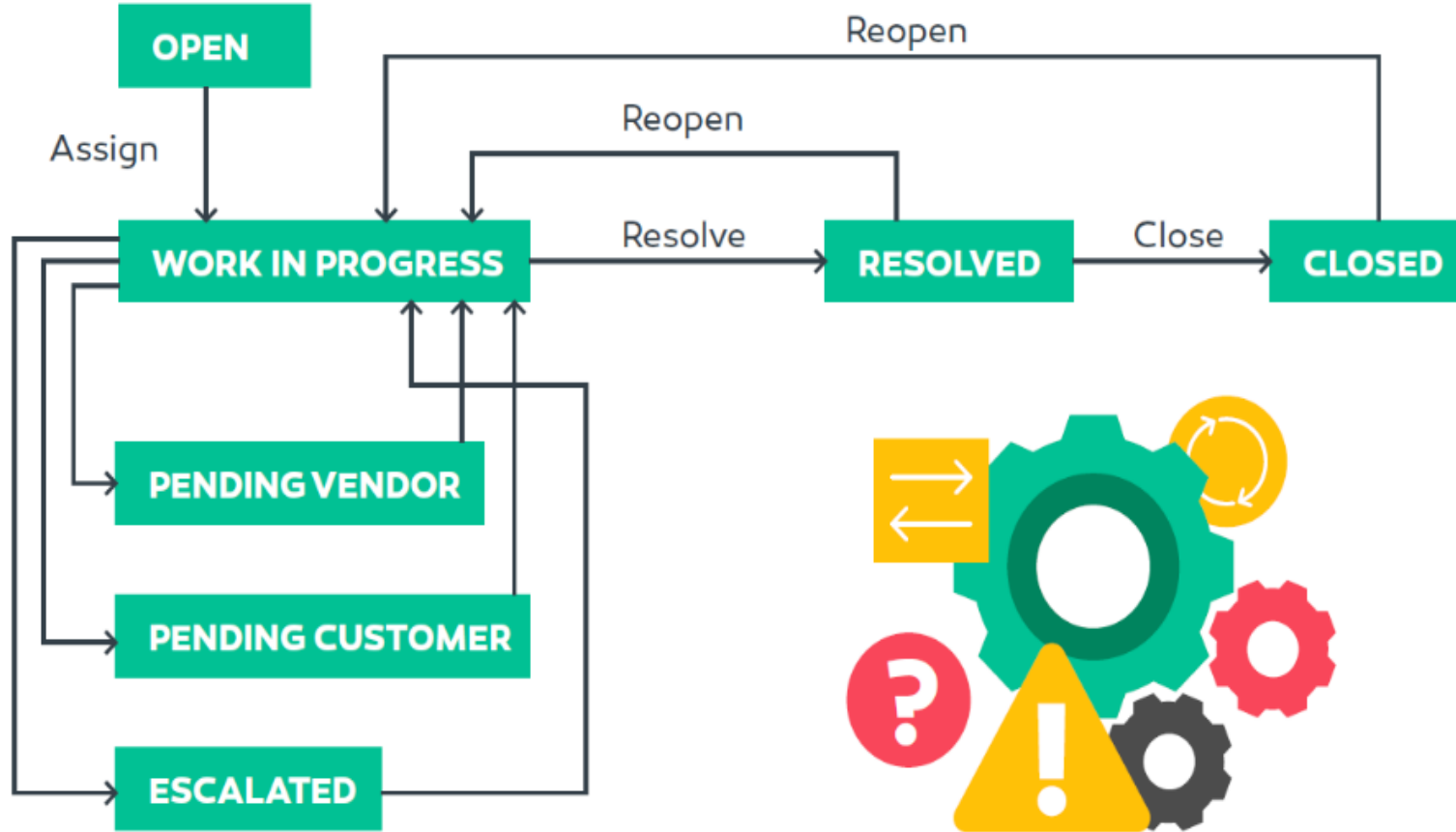
Pain points healed with solution



Processes overview



Ticket Lifecycle



Ticket – a digital record containing a unique identifier (ID), priority, and clearly defined life span (the ticket is closed after a customer's request is resolved or met)



Benefits of Service Sheeft implementation

Justify resources spent on ITSM implementation

Save time and money

Every, even the shortest, downtime incurs expenses

Implement sound practices and standard requirements to increase the level of IT maturity

Solve your problems faster and continue operating as soon as possible with minimum financial losses value

Increase efficiency of IT services

Improve first-call resolution rate through Service Sheeft

Customer reach through portal and mobile phone

Keep Customers informed with notifications and status updates

recognize the recurring incidents (those that have occurred several times) or those that you believe might occur in the future

increase the visibility of IT in your organization – toward management and customers

Increase stakeholder satisfaction

Ensure high-quality communication so that customers are aware of what you do for them and when their incidents will be resolved

high-quality reporting ensures that IT is not perceived as an expense center, but rather as an active participant in cost reduction

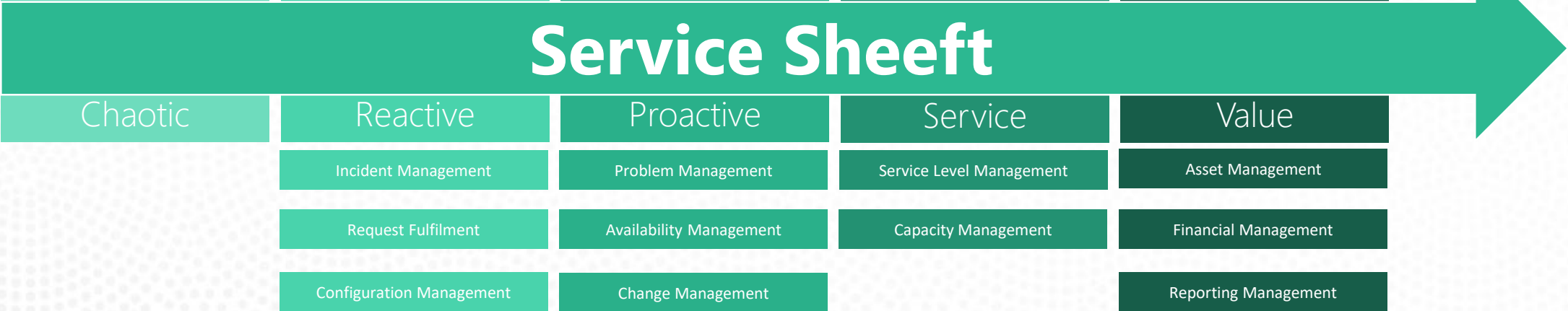
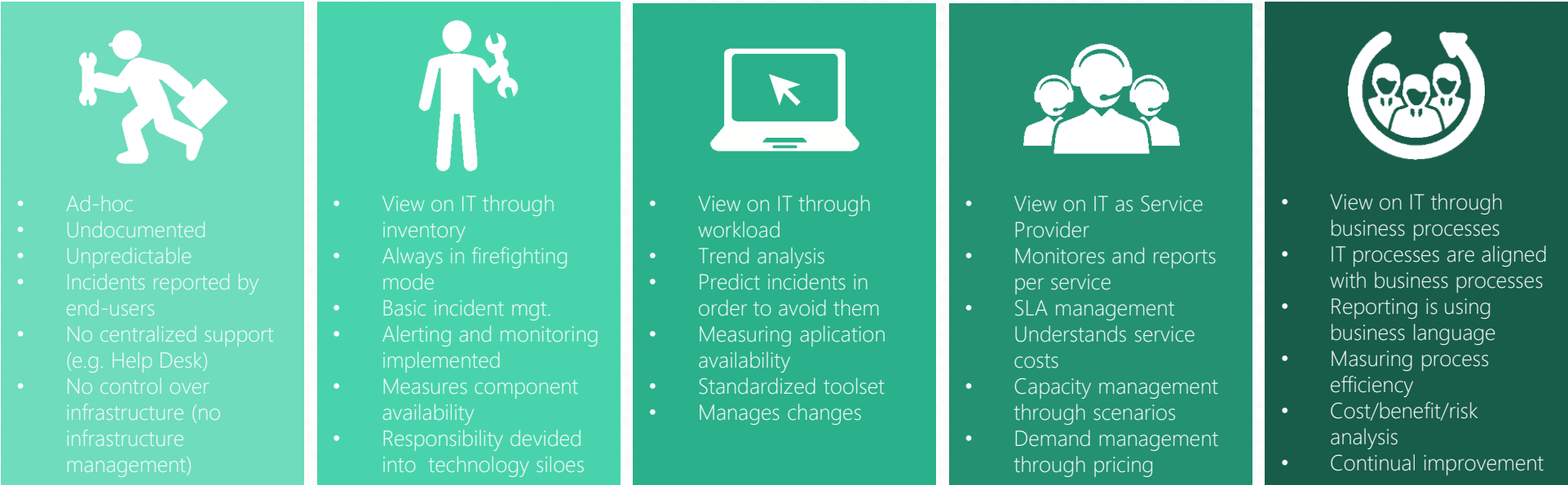
align IT services with business needs



Avoid reinventing the wheel!

Justify resources spent on ITSM implementation (or improvement)

IT maturity levels



Solution content

- **Processes**
 - Request management
 - Incident management
 - Problem management
 - Change management
- **Catalogues (complex structure)**
 - Asset catalogue
 - Service catalogue
 - SLA catalogue
 - Companies
 - Users and permission rights
- **Workflows**
 - Approvals
 - ...
- **Reports**
 - Basic reports are in the solution
 - Additional reports can be done via complementary tools (Power BI and similar)

Users	what they do	module
End users	report incidents/issues/requests	End user module (responsive)
Operators	work on tickets, resolve tickets (*)	IT support module
Administrators	power users, administer catalogues help other users... (*)	IT support module
Management	high level insight in the system (*)	Prime portal (responsive)
(*) Service Sheeft licencing (pricing) is done by the number of the operators; administrators and managers are also „operators“		



Contact us
sales@span.eu

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