

5 Key Capabilities for a Smart Service Desk Solution

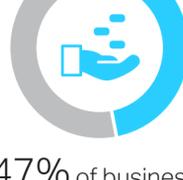


With Micro Focus Service Management Automation

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



61% 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



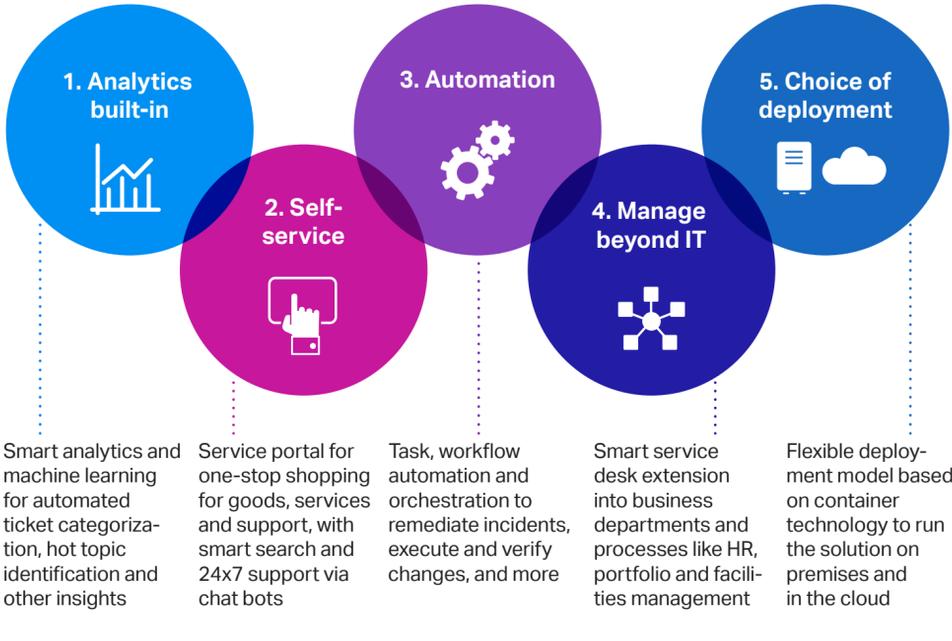
74% of business-aligned IT organizations use an ITSM Tool or Suite outside of IT³



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**



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

1. HDI: 2018 TECHNICAL SUPPORT Practices & Salary Report
2. Forrester webinar: Enterprise Service Management: The New System Of Engagement
3. HDI: State of Today's IT: Process Maturity, Business Alignment, and Digital Transformation
4. IDG Research: Quick Poll Research: CONTAINER TECHNOLOGY
5. AfroCentric Makes the Move to Enterprise-wide Service Management Customer solution video