PROVANCE

AlfaPeople

IT Service Management

AlfaPeople delivers you Provance IT Service Management, the most Microsoft-centric ITSM and ITAM solution on the market. Overcome silos, reduce complexity, leverage familiar tools, exceed expectations and deliver first-rate service.

The digital transformation of IT is well under way. Are you on board? Demonstrating value to the business, proving ROI, and keeping costs low, while delivering exceptional service, is more important than ever. Industry experts are advising on the value of a "best of platform" approach over siloed "best of breed" point solutions.

Provance® IT Service Management extends the powerful and intuitive Microsoft Dynamics® 365 platform, providing a cost-effective IT Service and Asset Management solution that helps you deliver modern, agile, flexible and exceptional service. Provance ITSM enables both IT and the business to digitally transform by leveraging the Microsoft Intelligent Clouds (Dynamics 365, Office 365 and Azure). Optimized for use with Microsoft Management and Productivity solutions, Provance ITSM lets you leverage existing Microsoft investments and skillsets, increasing productivity, adoption, and time-to-value. As a PinkVerify™ certified solution for 11 ITIL® processes, Provance ITSM lets you leverage built-in best practices to streamline service processes without compromising user experience for agents or customers.

Key Benefits

Leverage Microsoft Technology. Everything you need for exceptional service delivery resides within Provance ITSM and the Microsoft technology stack. Since Provance ITSM runs natively in Dynamics 365, leveraging Azure, Office 365, Power Apps, Power Automate, Power BI, and more, as they evolve and benefit from the investments Microsoft makes so too will Provance ITSM and you.

Support Business Success. Respond quickly, accurately and cost-effectively to issues and requests by having all knowledge and important information within one user-friendly platform. See at-a-glance issues, services, related assets, escalations, SLA, history, a 360-degree view of your customer, and more. All supported by proven processes for efficient and effective service delivery.

Improve User Experience. Leverage familiar Microsoft tools to provide personalized, modern and high-touch interactions — increasing productivity and satisfaction among agents, executives, internal employees and external customers.

Demonstrate Value with Data. Gain better clarity and visibility with service-related dashboards and views, and extend with Power BI for greater insights.

Get Maximum Flexibility. Adapt to changing business needs without delay. Easily create and modify forms, templates, automations and business process workflows as needed, all without coding. Tailor Provance ITSM for your own specific purposes, policies, and structure.
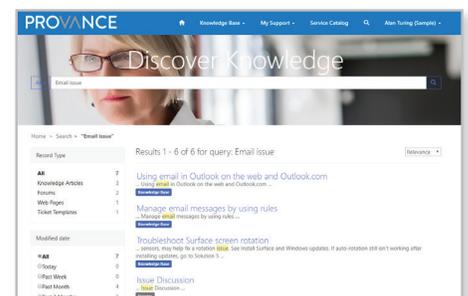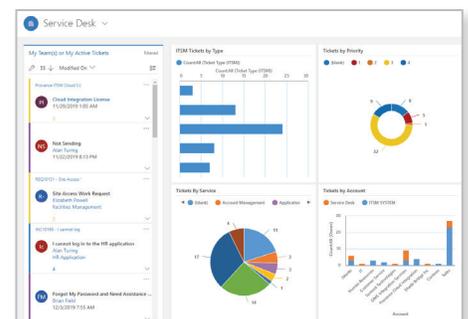
Take advantage of Provance IT Service Management productivity-boosting features for improved satisfaction and cost-efficiencies

Incident, Change, Service Request Fulfillment and Problem Management. Gain ITIL certified best practices for services-centric IT processes right out-of-the-box. Intuitive dashboards and workflows increase efficiency and reduce time spent. Automated issue escalation and auto routing of incidents and service requests ensure faster resolution with minimum end user effort. Step-by-step guidance reduces errors and produces consistency.

Intuitive UI, Dashboards, and Views. Role-based dashboards and views improve productivity and help prioritize your day. Whether you are a service desk technician or a manger, see at-a-glance what needs your attention. Use Power BI to get even more detailed data insights into your operations, ensuring decisions are timely and based on the most current data.

SLA Management. Countdown clocks, color-coded icons and notifications warn of impending SLA breaches, keeping you on task and letting you gage issue resolution priority based on the service level required.

Release and Deployment Management. Facilitate internal and external communications and keep important software updates and deployments organized.

IT Asset Management. Take control of costs, increase efficiency and reduce risk with the management of hardware and software assets across the entire life cycle, from request to disposal.

Self-Service Portal. Fast, lightweight and completely configurable for the needs of your business. You can deflect tickets and provide end users with a way to efficiently and effectively resolve both common and minor IT issues.

Knowledge Management. Easily create knowledge base articles and publish within the self-service portal. Tickets also display relevant associated knowledge base articles, giving you the information you need when you need it.

Code-Free Configuration. Easily modify to suit your unique organizational needs — no developer skills required.

Cloud Service Management for Azure. Turn data into information and change how Azure Cloud resources are managed. With Provance ITSM, you can more effectively and more promptly manage Cloud services and issues directly from within ITSM.

Office 365 Integration. Empower internal teams and improve user experience by using familiar tools — Word, Excel, OneNote®, SharePoint®, Outlook®, Teams® — increasing user adoption, productivity, and improving collaboration.

Deep Integration to Microsoft Products. As the most Microsoft-centric ITSM solution on the market, Provance ITSM leverages all three of the Microsoft Clouds (Dynamics 365, Office 365, Azure) and provides deep integrations to various Microsoft products, such as Power Apps, Power Automate, Power BI, Azure DevOps, Azure Monitor, Azure InTune and more. Plus, Provance ITSM customers benefit from all the investment Microsoft makes in existing and future technologies. From Office 365 to Artificial Intelligence to the Internet of Things (IoT) and Power BI — no other ITSM solution is supported by the depth of innovative platform technology that Microsoft delivers.

PinkVERIFY™ 2011 — 11 PROCESSES

About AlfaPeople

AlfaPeople is more than just a leading Microsoft Dynamics Gold Partner with a truly global presence and outstanding enterprise cross-industry references. We are experts in resolving critical business issues and driving ground-breaking digital transformation journeys with Dynamics 365.

Streamline processes. **Reduce** costs.
Deliver **exceptional** service.

Visit us at alfapeople.com