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IT Service Management

Get ITIL compliant with a specialist service solution for IT companies based on Microsoft Dynamics 365 for Customer Service

Available on **Microsoft AppSource**

If you want to ensure that your customers and colleagues have the best experience in service provision from your IT company, you are likely to encounter these challenges:

> "As an IT company, we operate in a competitive industry and so want to improve customer relationships, the service we deliver and the customer experience."

> "Using ITIL best practice is key for us, we also need appropriate structures and approaches in place to be flexible to manage and deliver our customers' KPIs and SLAs."

> "Speed of service can be a differentiator for us, so productivity is important. The tools my team need, should be based on market-leading customer service technology but still suit our specific IT support requirements."

IT Service Management from Prodware is the answer: it boosts Dynamics 365 for Customer Service with functionality that meets ITIL best practice

Why choose IT Service Management from Prodware to support your service provision strategies?

IT Service Management is a functionally rich CRM solution aimed at IT companies who wish to adopt ITIL best practices in providing service to their customers. All built within leading Microsoft Dynamics 365 CE technology.

With thousands of professional services customers that we have helped, Prodware's global experience in CRM technologies means that we can match our **Microsoft Dynamics** expertise with industry-specific features to further boost your customer service experiences.

IT Service Management comprehensively covers the features that will make the difference to your IT service:

- A solid Framework based on ITIL best practices
- A methodology of work to boost productivity and quality
- A standardization of Contract and SLA's
- A flexible solution to tailor to specific customer service challenges and scenarios
- Clear business process flows to support and guide the daily work of your IT Service team: Contract Management, Asset Management, Incident Management, Change and Release Management, Service Catalog Management
- A customizable Self Service Portal gives customers better visibility of their agreements, track service requests and incidents, access the Service Catalog and follow release progress

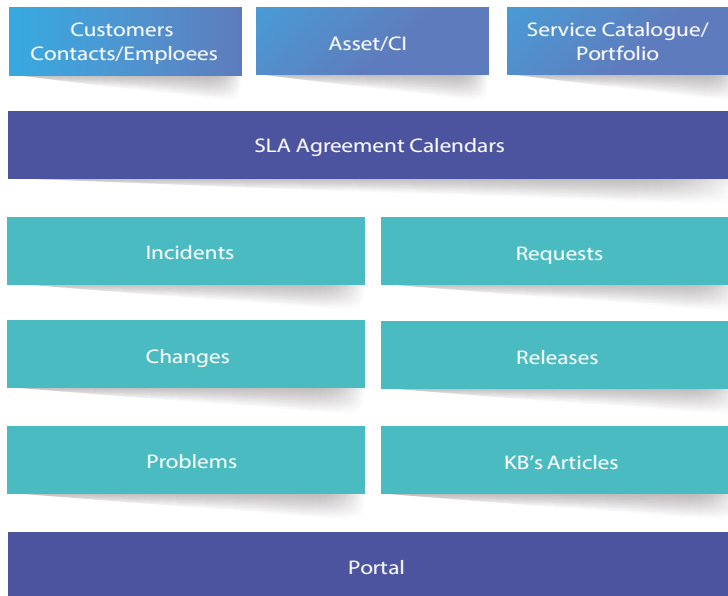| Improve customer satisfaction	Improve agent satisfaction and productivity	Better reliability and service quality	Improve competitive position

IT Service Management

Customers Contacts/Emploees	Asset/CI	Service Catalogue/ Portfolio

SLA Agreement Calendars

Incidents	Requests
Changes	Releases
Problems	KB's Articles

Portal

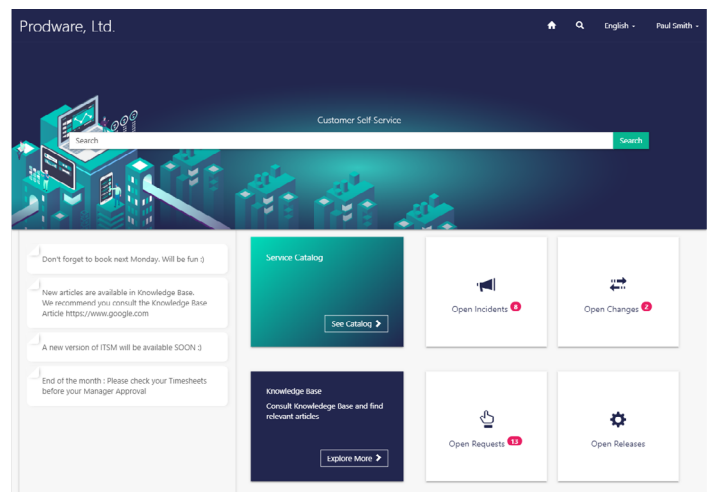**The building blocks of delivering excellent service in IT support.**

Within Microsoft Dynamics 365 for Customer Service you will find multiple modules, tailor-made to transform your colleague and customer experiences.

Customer Self Service portal

The modern customer expects transparency, collaboration and communication with their service provider with minimal effort. By providing a rich and personalized self-service portal, IT companies can reduce low-level tickets and offer a modern experience:
Within Microsoft Dynamics 365 for Customer Service you will find multiple modules, tailor-made to transform your colleague and customer experiences.

- Searchable Knowledge Base of articles to help them with their issue as a first contact
- Browse your service catalog to discover more about the products you offer
- Review the status of requests and agreements
- Visibility on future releases to their products and services

Speak to Prodware about aligning your ITIL best practice approach with leading customer service technology, and take control of your client experiences.

Contact appsource@prodwaregroup.com to discover more.

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