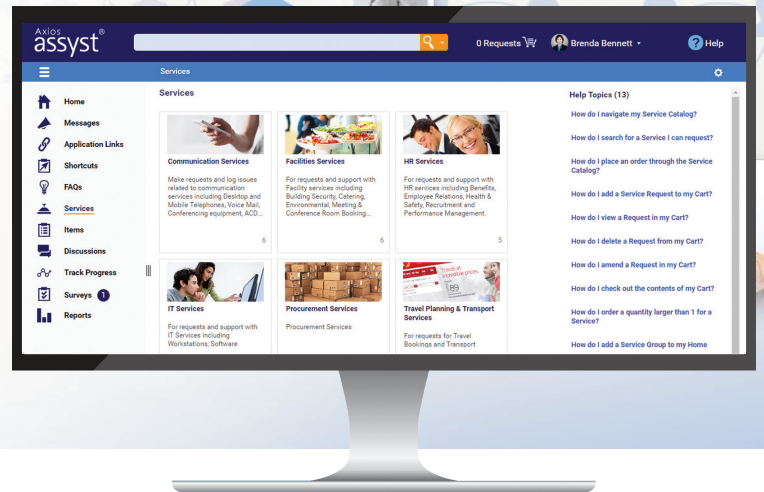


# Axios™ Enterprise Service Management (ESM) SYSTEMS

The landscape of service management is changing. 93% of organizations are planning major business transformation projects. Their focus is to drive efficiency and increase the pace of innovation. The leaders are adopting service management technologies to improve service delivery in the previously siloed functions such as HR, Facilities, Legal and Finance.

Axios *assyst* has been consistently featured in Gartner's Magic Quadrant for ITSSM Tools for over 15 years and the only single platform to be accredited for all 16 PinkVerify™ Service Management processes. *assyst* delivers the natural evolution of IT Service Management, the ability to transform service across every aspect of an enterprise.



## Leverage service management best practices across the business

- **Enterprise service portal** - Present all shared services to your staff in the form of a “one-stop-shop” for all business-facing services, information and support - accessible 24 x 7 via web and mobile devices.
- **Shared Service Desk** - Consolidate multiple call centers, hotlines and email boxes into one single point of contact, supporting all service domains (IT, HR, Facilities, Finance, Legal, etc).
- **Automate back-office processes** - Streamline service delivery and drive a shift from operational firefighting to tactical and strategic value generation.
- **Easy to use interface** – Allows non-technical staff to manage and maintain their services, processes and reporting.
- **Built-in collaboration technology** - Enables more flexible one-to-one and one-to-many interaction between service providers and service consumers.
- **Reporting & analytics** – Powerful activity monitoring and performance reporting tools support continual improvement of business-facing services, including visual dashboards and automated notifications.
- **Integration with existing line-of-business tools** - Enables inclusion of all business-facing services in the ESM portal, without displacing existing tools. Where the back-end process management is already in place, *assyst* acts as the front-end interface.
- **Security** - Logical separation of data to ensure sensitive data stays within each service domain.
- **Choice of implementation models** - Available as a SaaS, on-premise or hybrid solution.

*“In our opinion, assyst’s self-service functionality makes the solution a particularly strong option for enterprise service management.”*

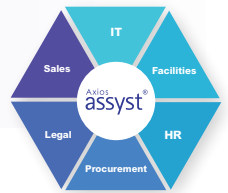


## Building an Enterprise Service Portal with *assyst*

With *assyst*, building an Enterprise Service Management portal is easy:

- Step 1** Define each department’s shared services, SLAs and costs.
- Step 2** Create service delivery workflows with *assyst*’s drag-and-drop process designer.
- Step 3** Define automated routing rules to send requests to the correct team queues.
- Step 4** Publish services to the ESM portal making them globally accessible to end users.

# ESM Client Success Stories



## ESM in a Shared Services Environment

Local Government Body employing 14,000 people and serving more than 250,000 constituents.

The body switched to a Shared Services model which has adopted an integrated, single support desk approach across various operational areas including Human Resources (HR), ICT, Procurement, Occupational Safety, Facilities Management (FM) and various application support functions.

The Shared Service Desk handles approximately 750 calls, e-mails and Web requests every day.

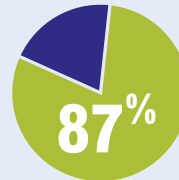
To drive efficiency, the government body sets targets for the Shared Services team outlined in a Service Level Agreement (SLA). This means that the Service Desk has a heightened awareness of the cost, quality and timeliness required to deliver support services to the rest of the council competitively – a progressive approach to that end.

*“assyst allows everyone in the Shared Service Desk to view all of the enquiries from one screen, giving them a holistic view of incidents across the business.”*

Infrastructure Strategy Principal  
UK Local Government

### Customer Satisfaction

Using *assyst* has resulted in an



business user satisfaction rate

### Efficiency



IT now represents only 20% of the work done by the Service Desk as opposed to 100% two years prior

## International Scientific Research Institute

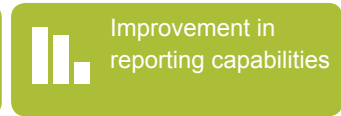
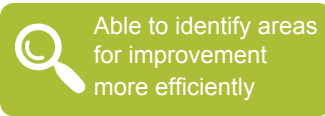
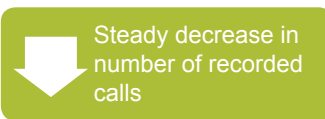
International Scientific Research Institute with partner operations in more than 50 countries implemented *assyst* ESM across multiple business areas: Information Systems (IS), Property and Estates (PEG), Human Resources (HR), Finance, Health and Safety (HS), Vehicle Administration, Marketing and commercial contract functions.

The institute chose *assyst* to help them achieve their desired processes and level of efficiency.

They implemented the ESM solution in phases across the totality of their organization: IS, followed four months later by Facilities and Property Management, with Finance following quickly afterwards as they embraced the service catalog.

*“Since implementing *assyst* we have noticed a remarkable improvement in our reporting. *assyst* has given us the ability to be more efficient as an organization ”*

Project Manager  
International Research Institute



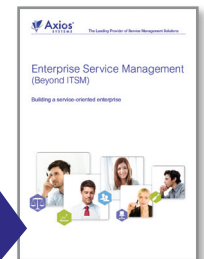
A selection of our customers who have adopted ESM with *assyst*:

**Linklaters**



To find out more...

View our ESM  
Whitepaper



## SERVICE MANAGEMENT & ASSET MANAGEMENT SOLUTIONS

Axios Systems provides service management solutions to large organizations worldwide. Axios's Enterprise Service Management software, *assyst*, is designed through customer-driven, agile development to support people, processes and technology. *assyst* was created to deliver simple yet powerful service management software that's easy to use and maintain. Axios Systems is a global company with offices across the Americas, Europe, Middle East and Asia Pacific. For more information about Axios Systems, visit [www.axiossystems.com](http://www.axiossystems.com)

