

Intelligent Service Management

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Multi-Function Service Desk Solution with Leading ROI

Serviceaide’s Intelligent Service Management (ISM) is a robust, full featured service management suite that’s simple and affordable. It is an enterprise-class service management solution without the big budget. Enterprise and IT service management solutions don’t have to be complex and costly. They shouldn’t require months and a team of developers to implement, and a team of administrators to support.

Extensible and Secure Cloud Solution

ISM is available as a software-as-a service (SaaS) solution. Monthly maintenance updates and quarterly feature releases ensure that our customers are accessing the very best solution. Customers are updated to the latest functionality automatically. We also support an on-premise deployment if desired.

ISM is hosted worldwide in multiple data centers and exceeds 99.9% availability. We update the infrastructure and application frequently with the latest security measures to keep data secure and fully compliant with Cloud Security Alliance best practices. We support multi-tenancy providing lower TCO and faster time to revenue for MSPs, BPO and ITO providers.

KEY BENEFITS

- ✓ Improves MTTR and reduces the risk of breaching SLAs
- ✓ Meets technology standards: Features nine ITIL processes out-of-the-box, verified by Pink Elephant in 2019.
- ✓ Simple User Interface: Is intuitive to configure, easy to learn and simple to use.
- ✓ No-code implementation is fast to implement with industry leading TCO
- ✓ Streamlines ticket resolution with an action-based GUI, workflow engine.
- ✓ Provides better support experiences for end users and enhances productivity for agents.
- ✓ Enterprise-class scalability

AI Functionality Enhances Service Management Efficiency

The latest ISM release includes major AI features that improve user experiences and greater service team productivity. ISM can intelligently prioritize service requests, assign tickets and recommend solutions based on its own review of historical records and practices. Machine learning allows auto population of critical ticket fields. This results in an actionable ticket, which can be triaged properly by automated workflow. By putting information in front of the user, you can improve service significantly. Machine Learning improves key metrics through the entire ticket lifecycle: mean time to resolution, cost per service request or incident, user satisfaction, and lightened ticket workloads for service desks and IT departments.

Increase Impact With A Virtual Agent

Integration of Luma Virtual Agent delivers a powerful AI solution for automating repetitive tasks via intelligent conversations. Luma Virtual Agent (VA) adds an additional level of intelligence to ISM. Luma VA was specifically designed to address the problem of improving service management and self-help, leveraging natural language processing and a conversational interface. The addition of a virtual agent improves overall ticket quality, improves service automation rates, and improves self-service rates.

For a fully functional and value based systems management solution, contact us today at 1-650-206-8988.

Or visit us as www.serviceaide.com to request a demo.