

Maximising Service Management Beyond IT

Implement service management capabilities that support any business need



“Compared to those with marginal success rates, those with extremely successful ITSM initiatives were **four times more likely** to have integrated IT and non-IT service desk requirements”

Enterprise Management Associates Research Report:
What is the future of IT Service Management?

Manual processes increase cost and impact service quality

“ITSM is increasingly viewed as a dynamic centre for expanding IT value, impact, and effectiveness in support of broader business requirements – in combination with operations, development and business stakeholders.”

Enterprise Management Associates Research Report:
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Large organisations are undergoing significant changes to working environment and procedures due to increased competition, compliance, globalisation and a knowledge-based economy. Consequently IT has been required to adopt a more business-centric approach to service delivery that underpins the activities of virtually every business function. However, for those organisations with a lack of joined up systems and a manual approach, routine processes are rarely as efficient as they could be costing the business time and money. Leveraging a single solution to seamlessly extend the service management approach commonly used within the IT department into other key areas of the business such as human resources, operations and facilities can deliver tremendous business value and efficiencies.

There has traditionally been a divide between business units and IT operations, where the former is frustrated about lengthy remediation times and are demanding more simplified access to IT services. For as long as the job has existed, IT Directors have been tasked with doing more with less and making business processes more efficient. Imagine those same lean processes and workflows practiced by IT extended to every part of the business. After all, HR, facilities and operations all face similar challenges in maintaining quality service levels and completing repetitive tasks more quickly and consistently. Also, their activities frequently overlap with and create jobs which need to be allocated to colleagues in other business functions. Having these departments more integrated and pooling budgets also helps to make sourcing a comprehensive solution to common issues a viable option.



For example, should building maintenance work need to be carried out at a remote facility there will likely be a number of internal stakeholders and external suppliers who need to be informed and given visibility into the process. The facilities team will need to have sight of the resources that are available in the system to ensure that the job is quickly directed to the right person. The operations team needs to be able to track costs and patterns over time to ensure ongoing cost effectiveness and consistency. Meanwhile the HR department also needs access to this data to inform future decisions on which skills are most efficient to retain in-house and when the business would be better off outsourcing.

In many organisations this communication and allocation of jobs is heavily email-driven. However, this proves inefficient and creates a significant administrative burden. Email-based processes lack consistency, visibility and control and are a poor substitute to a secure management platform. In fact, they actively create an unnecessary security risk as they only serve to create duplicate, hard-to-find copies of sensitive information.

Automation drives business performance

“Only 11% of respondents have no plans to consolidate IT and non-IT customer service management.”

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As businesses develop and grow there comes a time when the inefficiency of email-based processes can no longer be tolerated. After all, from an operational standpoint it is almost impossible to improve something that you cannot monitor. Implementing a dedicated platform for service management is therefore a vital prerequisite for better supporting the business and scaling efficiently.



Once a platform is in place it is possible to increase efficiency by creating workflows that enable departments to collaborate more effectively. For example, a recruitment decision made by the HR department can routinely alert and create tasks for the likes of IT & facilities meaning the repeatable tasks are always handled consistently. Take this a step further and it is even possible to automate many of these functions so that they are taken care of without direct involvement.

For example, the specific software required by each recruit can be communicated to the IT department according to the individual's job role. Or employees can automatically be referred to an internal knowledge base on the company's maternity policy, meaning HR no longer needs to field such requests and all employees receive the same up-to-date information no matter which member of staff they speak to.

For the HR department this creates an easy to monitor audit trail, enabling quick and simplified monitoring of completion rates and comparison against SLAs. Meanwhile, for the IT department it provides a way of accurately reporting the time spent servicing the needs of each business unit back to the wider business. Therefore more intelligent operational decisions can be taken over whether to recruit, consolidate, or even train an individual within a department to handle routine technical queries that frequently occur and act as a drain on IT resources.

Nobody is claiming IT invented the concept of service management. However, the maturity of ITSM and ITIL processes provides a solid base from which to incorporate the wider needs of HR, facilities and operations. Starting with out of the box processes which improve the efficiency of common business tasks offers scope for a quick return on investment. Building new applications which address the specific needs of your organisation then allow for a programme of long-term continuous improvement.

About HEAT Software...

HEAT Software is a truly powerful combination of industry leaders: FrontRange, the industry's sole provider of Hybrid Service Management (HSM) and Endpoint Management; and Lumension, the industry's leading Endpoint Security provider. Only HEAT Software commands the intersection of HSM and Unified Endpoint Management (UEM), empowering IT, HR, Facilities, Customer Service and other enterprise functions to simplify and automate their business processes, manage and secure endpoints and proactively detect and protect against threats to business continuity. HEAT is the only company in the world that manages services and endpoints securely across the same platform, on premise or in the cloud, via desktop or mobile applications. HEAT's customers consistently achieve increased operational efficiency and greater system sustainability through optimised business processes, and efficiently managed and secured endpoints.

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Forged by HEAT.

Integral Consulting Services

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Integral provides a variety of IT and identity intelligence solutions to help make the world safer and more secure by defending against terrorism and protecting against cyberattacks with more than 12 years of experience with delivery of real-time solutions and support in enterprise service management, identity intelligence, multimodal biometrics, information assurance and cybersecurity, human and open-source intelligence analysis, application development, and program management.

Integral has institutionalized its processes to apply proven experience and lessons learned to successfully implement projects on schedule and budget and with the highest quality, regularly exceeding customer expectations and is an ISO 9001:2008, an ISO 20000, and a CMMI Level 3 certified company.

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