Customers like you are driving outcomes with ITSM Professional and Enterprise
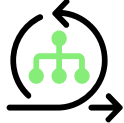
ITSM Pro

Performance Analytics

Insights to anticipate trends, prioritize resources, and drive service improvements

70%

Reduction in process backlog

Predictive Intelligence

Actively learn and predict assignments outcomes of requests via AI and machine learning

80%

Accuracy of auto-assigning tickets

DevOps Change

Connect development tools to change management for automatic ticketing and approval

20 hrs

Saved per week on change tickets

Virtual Agent

One place for employee requests and intelligent incident deflection

50%+

Incident deflection

ITSM Enterprise

Workforce Optimization

Develop high-performing teams (Scheduling efficiency)

104 hrs

Saved per agent on scheduling yearly

Process Optimization

Gain greater visibility on business processes (Continual process optimization)

$30K

Saved vs. using siloed tools

Now Platform®