

# Manage vendor and service portfolio performance

**Problem:** Multiple sources of data restrict IT's ability to measure and improve effectiveness of in-house or vendor-delivered services

Manage vendors more effectively

## Vendor Manager Workspace

Manage and optimize vendor services in a single workspace to track performance automatically in real-time



Use history to drive future results

## Performance Analytics

Provides IT analytics to improve overall service experiences



Deliver Services to meet employee needs

## Service Portfolio Workspace

Drive service excellence with full lifecycle disability with real time data to effectively manage services



250k

Annual service requests are now visible



28

Hours of redundant support work eliminated per week

