

What is Enterprise Service Management?

Rewiring your business for the digital age.



| IFS assyst



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Executive _____ Summary



Enterprise Service Management (ESM) is the application of proven service management models, practices, tools, and ways of thinking—born in IT—to other domains like HR, Facilities and Finance.

By identifying winning service delivery/support strategies in one domain, you can drive adoption of these practices across other areas to accelerate work and slash costs. ESM is a strategic transformation of how corporate services work.

Why ESM?

Efficiency. Teams spend less time on routine requests and more time driving strategic projects that push the organization forward. Less stress, more productivity.

Experience. Create a new, unified digital workplace experience for employees. Make it simple for your people to get what they need to do their best work. All corporate services in one place. One web portal. One app. One number to call.

87%

of organizations have some level of ESM deployment. 38% rated EMS as transformational to the relationship between IT and other business stakeholders.²

Tech-Driven Transformation

The purpose of IT is to use technology to make businesses better. Enterprise applications like ERP and CRM drive transformation through automation of business processes that serve customers. ESM drives productivity by improving the back-office functions that serve employees: provisioning the devices and apps they use, the training they need, access to facilities, employment benefits, information, and more.

In many organization's the internal service ecosystem is overlooked and opportunities for more speed and efficiency are left on the table. It starts with recognition of the opportunity: cutting daily workloads by 30% or more, across the organization. The opportunity to be a better business. Yet fewer than 10% of organizations have mature ESM capabilities¹. That means ESM is an opportunity for your organization to gain a competitive edge.

One page strategy

Activities happening across your business are complex and diverse. Core business processes deliver outcomes for customers. Internal operations like payroll, expenses, and facilities make sure everything is in place to support core processes. Although they exist in the shadows, internal services are essential.

What Employees Want

- Quick access to the services, support, and information they need.
- To know how long they will wait.
- Ability to escalate requests so they can meet their own deadlines.
- A way of quickly handling requests from other departments.

What Managers Want

- To see the demands put on their teams.
- New tech to help their people do more, faster.
- Ability to balance workloads so individuals don't burn out.
- Automation to cut manual work and free up time for projects that make a difference.

What Executives Want

- Cut operational costs.
- Reduce software spend.
- Make all work visible, measurable, and improvable, not just key business processes.
- More time/resources available for business transformation projects.
- Happy employees.
- Higher staff retention.

Core business processes are controlled by enterprise software like IFS

These core processes are the things you need to do well to do business. But that's not the full story. Every day there are 1000s of internal transactions happening inside your organization—between teams and individuals. Your people need help from other teams to get work done. It's a network of complex workflows.

Most aren't managed, or even visible—yet they are both adding value and taking time away from your teams. This is where Enterprise Service Management (ESM) comes in. Your employees are both service providers and consumers. ESM helps you manage and streamline this internal ecosystem.

By taking a joined-up approach to corporate services, organizations can manage and optimize this ecosystem—enabled by two key technologies:

- A unified service portal, presenting all corporate services from all providers in one web/mobile portal. Employees need never waste time looking for help again.
- Back-end process management tools that guide and automate fulfillment of requests. No more sticky notes. No more lost requests. No more mundane work.

We are all service domains

A service domain is a business team that provides services to other business areas.

When talking about service domains, people think of HR, Facilities Management, and Admin—but every department is a service provider to other parts of the organization. The problem is: teams don't see themselves as service domains. They're function-centric, not service-centric. Some people dislike the idea of being a service provider. However, every department—and every individual—is a provider and a consumer of services. When everybody gets on board with improving the way corporate services work, everybody wins. Why? Because the broad challenges (and solutions) in each of these service domains are the same.

Improve workload management

Get routine requests under management, regain control over workloads, and break out of the firefighting mode to propel strategic transformation.

Cut costs

Demands to “do more with less” are heard everywhere in a business. Teams are under constant pressure to be better, faster, cheaper.

Accelerated output

Slash response times to meet customer expectations set by their consumer experiences. Deliver outcomes in minutes, not days.

Better governance

Maintain visibility across multiple service domains for a joined-up service experience that really works.

Demand/request management

Digital tools help you record, prioritise, and fulfil inbound demands more efficiently. With a system of record, no request slips through the cracks.

Tech-driven efficiency

Self-logging can reduce calls by 70% or more, making time to solve root causes. Meanwhile, back-end automation slashes daily workloads.

Process-driven delivery

Digital deliverables at digital speed. Physical deliverables guided by proven, predictable processes. Waste quickly identified and eliminated.

Centralized control

Set policies and drive process adherence. Inspire service providers to work together to create a consistent digital workplace experience that delights employees.

What is Enterprise Service Management?

ESM is about applying a services model to the way your organization works internally. A new architecture where each team offers a clear catalog of services to the rest of the business.

Together, teams offer an enterprise service catalog: All corporate services in one place. Why? Services are the vehicle for value. Your employees are more productive when they get what they need quickly.

By applying proven service management best practices, organizations can transform internal operations to achieve big boosts in speed, quality and efficiency, reduced costs, less re-work, and more productivity.

Efficiency varies by department. Every organization has weak links and bottlenecks—meaning people don't always get what they need as quickly as they need it. ESM is an enterprise-wide model for revolutionising inter-departmental operations—transforming your organization from a clunky collection of departments into a well-oiled, service-oriented machine.

Using a new services landscape model to integrate departments more effectively, you can streamline the flow of value—supporting your employees in their mission to improve productivity and profitability.



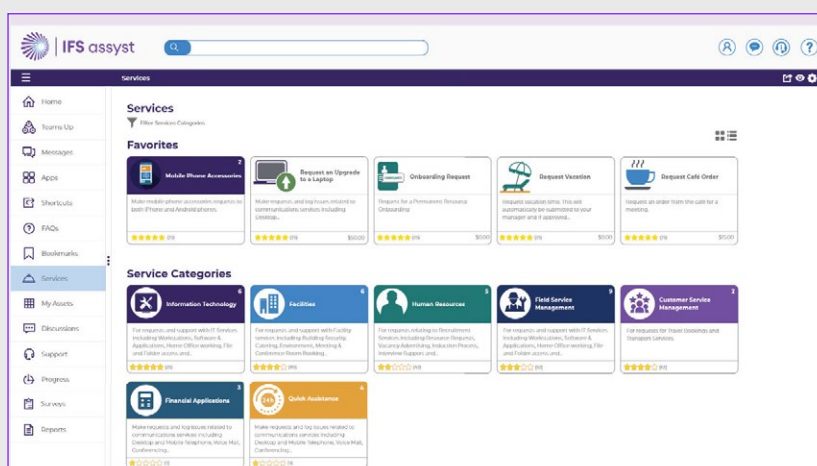
Eliminate waste and cut costs associated with department-to-department interaction



Harness best practices and automation to keep costs low and quality high.



Harness best practices and automation to keep costs low and quality high.



Your people don't want to spend time hunting for services—but that's what happens when you have a fragmented internal service ecosystem.

Give them a one-stop-shop for all corporate services, covering IT, HR, Facilities, Legal, Admin and more—accessible through one portal and one phone number.

The ultimate in digital workplace simplicity.

What ESM can do for you



Operational visibility

When you define what your service domains do for the organization you have a map of where value is created.



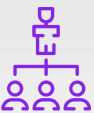
Prioritise transformation

Reduce daily workloads and devote more time to improvements and business transformation projects.



Breakdown siloes

ESM is the antidote to siloes. Turn barriers into interfaces and walls into windows.



Better governance

With visibility comes governance. With a clear division of labour, it's easier to govern corporate services to align with business strategy.



Manage integration

A system of record ensures service transactions are visible, measured, managed, and optimized.



Align services/ demand

With a clear and measurable catalog of services, each business unit can track changing demands.



Functional excellence

Leverage a broad pool of best practices and new ideas to achieve superior services in all areas.



Reduce tech costs

Cut costs and complexity by consolidating many department tools into a single enterprisewide ESM platform.



Boost satisfaction

A one-stop-shop for services and information means your people have faster access to everything they need to do their best work.

The opportunity for IT

The IT department is a center for service management excellence. IT teams know a lot about using service management practices to deliver value and solve issues. The opportunity for IT is to use this know-how to benefit the whole business.

But...it's not about forcing IT's ways of thinking, talking and working on HR, Facilities, and Finance. They have their own way of doing things. They offer different services. They have unique skillsets, culture, and language.

Success in ESM requires a change of thinking within IT—from the old siloed “inside-out” mentality to a holistic business perspective that considers the unique challenges of each service domain.

IT already has many of the tools (people, process, tech) that other teams need to be better, faster, and cheaper. The challenge lies in adapting what IT knows to work in a number of different contexts—and tie it all together in one enterprise service portal.

IT's transferrable service management experience:

- How to apply a service-oriented approach.
- How to use digital interaction technologies (like self-service) to manage demand.
- Process-driven management to streamline and automate day-to-day work.
- Deep understanding of complex value networks, spanning internal and external components and stakeholders.
- Balancing cost and value. Matching capacity with demand.
- How to prioritise support so that the most important work gets done first.

These are valuable, transferrable practices which can benefit other teams across the organization.



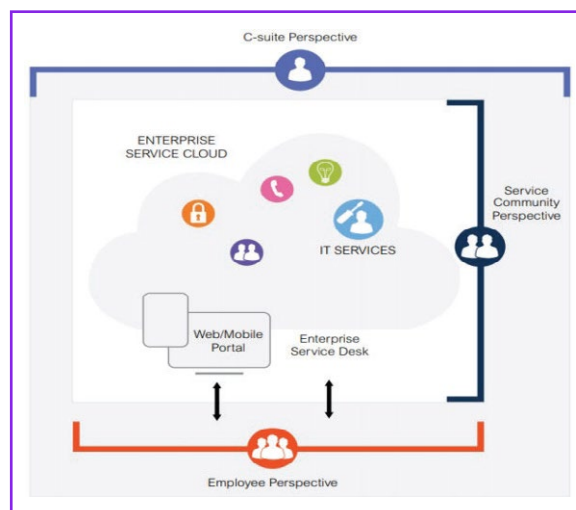
assyst has fully supported our goal of rolling out the product across Facilities Management, HR and Finance departments.

The employee perspective

To understand the key benefits of ESM you need to understand that IT's customers are also HR's customers and FM's customers. From the ESM viewpoint, your employees are a single, service-consuming community.

Everybody in your organization is a customer of ESM. They all want easy access to services, tools, and information—everything to help them work better and faster. Employees in different departments consume different services but they have a common need: quick, access via a frictionless web and mobile experience.

Organizations have many digital and non-digital touchpoints with their end customers—but how do business-facing functions interact with each other? In most organizations, there's no standard interface for internal service transactions. Customers get a glossy store front, so why shouldn't your employees? Many organizations have teams dedicated to improving the customer experience. But who is thinking about the employee experience? ESM thinks about the employee experience; how corporate services fit into the broader digital workplace ecosystem.



For the end user, ESM means a one-stop shop for corporate services. We call it the Enterprise Service Cloud, because it gives your employees anytime, anyplace, any-device access to what they need. All the complexity is hidden—because they don't really care what's happening behind the scenes. They're just looking for speedy service and a great experience. An ESM portal is the ultimate in digital workplace simplicity.



We exchanged a number of service portals for a single portal that brings IT, HR, and Facilities services onto one platform with one log-in.

The service domain perspective

Give service consumers what they need—a frictionless service experience—and they will adopt digital channels as their preferred point of access for services and support.

When you deliver a quality service experience, Return on Investment (ROI) will exceed expectations—while boosting customer satisfaction at the same time.

A service domain is any business department that provides services to other teams. Together, service domains like IT, HR, Facilities Management, and others make up your corporate service community. So what does ESM look like from the perspective of a service domain?

Two key considerations:

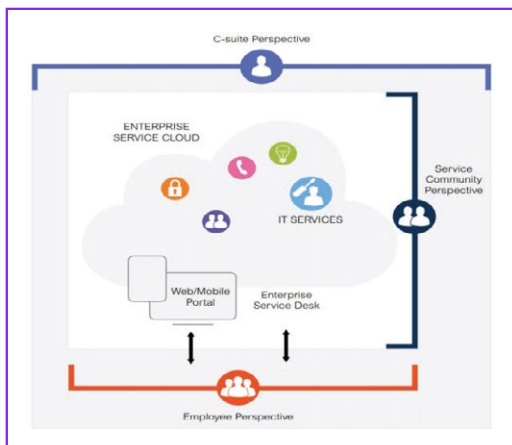
1. Managing demand more effectively by presenting a digital catalog of services to service consumers—and a means to request services and track progress.

Take the strain off your service providers by pushing phone traffic to a web/mobile ESM portal. Now your

teams can spend less time logging and more time executing—reducing the day-to-day grind and making more time to push transformation projects. It's a virtuous cycle.

2. Streamline delivery with processes and automation.

Process-driven execution means better, faster, more consistent outcomes—especially when processes are fully automated. With assyst you can quickly create new services, define workflows, connect digital components, and publish them to your enterprise service catalog in just a few minutes.



After some quick training sessions, our Facilities team are now fully self-sufficient in looking after their work orders and maintenance processes.

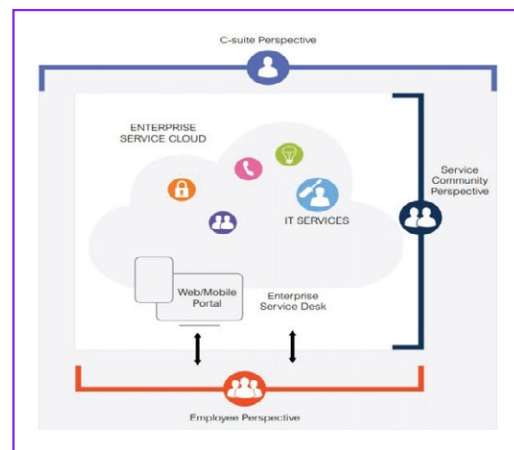
The C-level perspective

Think about what would be possible if IT, HR, Facilities, Legal, and other teams could all reduce inbound calls by 30%?

This is just the tip of the iceberg. When you add end-to-end automation and AI-driven support into the mix, your teams have so much more time to pursue their main mission.

When buying IT service management solutions, our customers are looking to enhance the value they get from technology by extending service management beyond IT.

Flexible service management tools, like Assyst, allow organizations to do this—achieving economies of scale by applying a joined-up, enterprise-wide approach to corporate services. Technology is an enabler for ESM, and here are 3 things to look for when planning expansion of service management into other areas:



1. A digital portal that enables web/mobile access to all business-facing services, spanning all corporate service providers. This is the customer interface. Look out for drag-and-drop service design, integrated request management, demand management, and SLAs.
2. A process management engine to drive automation. This is the guts of the technology—responsible for managing/automating execution. Look out for codeless workflow creation and out-of-the-box templates which can be quickly adapted and deployed by non-technical people.
3. Monitoring and reporting to drive continuous improvement. Each service domain needs a real-time performance view and insightful reporting to pinpoint areas for improvement. Look out for role-based dashboards and simple report wizards.



Assyst is more than an ITSM tool. By engaging other business areas early you allow benefits to be leveraged on a wider scale.

Conclusion

While customer-facing business services are constantly scrutinized and optimized, internal services operate below the radar. As a result, these processes are often undermanaged and underfunded—yet they represent a large chunk of the work your staff are doing. Time spent on internal support activities will be taking time away from the strategic change and improvement projects.

The application of proven service management practices to teams across the organization is a route out of this operation rut. Tried-and-tested practices, matured within IT, offer an opportunity to put out the fires, streamline daily work, and make time for transformation projects.

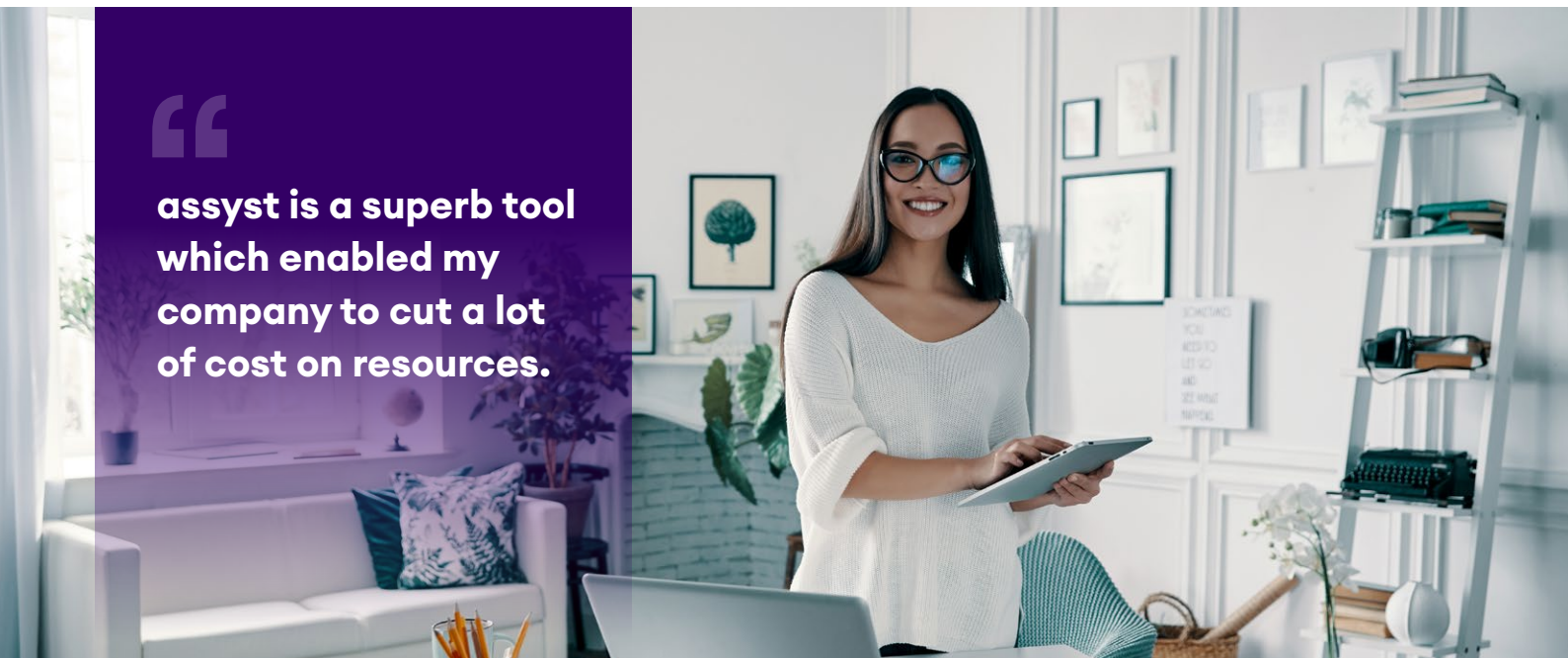
ESM is a clear strategic vision for how IT can add quantifiable value across the whole organization. By building a more efficient internal business model for corporate services, ESM delivers in four areas: cost reduction, increased efficiency and quality, and higher end employee satisfaction. ESM is an opportunity for IT to elevate service providers across the business.



We use assyst to track and solve non-IT related requests such as legal research requests and facilities requests.



assyst is a superb tool which enabled my company to cut a lot of cost on resources.



About IFS assyst

Global brands trust IFS assyst to automate complex business processes easily without fuss. We deliver frictionless customer and employee experiences, one intelligent workflow at a time. Our modern service management technology lets you automate service delivery and support so your customers get what they need fast, and you can focus on building the future of your organization. IFS assyst is uniquely easy to buy, set up, use, and upgrade. Whether you're in IT, HR, Facilities, Finance, or any other team that provides services to customers and employees, IFS assyst puts service management technology within your reach.

Our process automation takes the boring out of everyday tasks, allowing you to focus on work that matters.

Everyday we assyst!

About IFS our Parent company

IFS develops and delivers enterprise software for companies around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. Within our single platform, our industry-specific products are innately connected to a single data model and use embedded digital innovation so that our customers can be their best when it really matters to their customers – at the Moment of Service.

The industry expertise of our people and of our growing ecosystem, together with a commitment to deliver value at every single step, has made IFS a recognized leader and the most recommended supplier in our sector. Our team of 4,000 employees every day live our values of agility, trustworthiness and collaboration in how we support our 10,000+ customers.

Find out more

For further information, e-mail assystme@ifs.com, contact your local IFS office or visit our website, <https://www.ifs.com/solutions/enterprise-service-management/>