ServiceTeam® ITSM for Education

ServiceTeam ITSM Power App — A centralized help desk with built-in flexibility for modern service management leveraging existing investments in Microsoft technologies.

Are student and staff requests falling through the cracks? Do each of your departments have their own help desk, processes and systems? Stymied by siloed data, multiple information streams, inefficient workflows and manual processes? Limited with financial and personal resources to maintain all these niche solutions? It's time for educational institutions to modernize and streamline service management processes to efficiently meet user demands.

With built-in flexibility to meet the unique needs of each department on campus, ServiceTeam ITSM is a multi-tenant, service management solution that helps you streamline processes cost-effectively with out-of-box capabilities such as code-free configuration, a self-service portal and automation. ServiceTeam ITSM helps IT provide an improved, more productive experience for employees.

Key ServiceTeam ITSM Benefits for Educational Institutions

Build on Best Practices. Born in the Power Platform, ServiceTeam ITSM Power App is the most Microsoft-centric IT service desk solution that is also ITIL®-aligned. Build on the out-of-the-box capabilities and configure based on the unique needs across various departments (no coding or outside IT knowledge required).
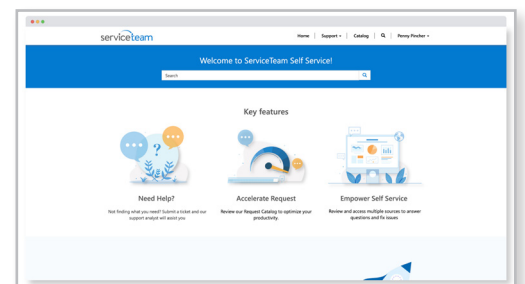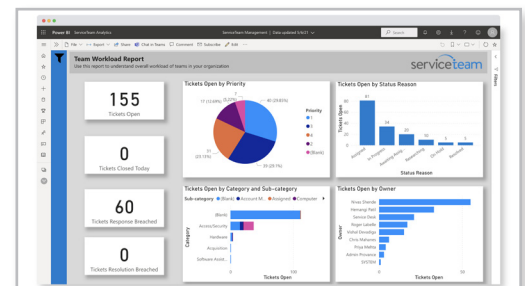
Deliver Help Faster. Automate repetitive and manual tasks—while empowering users to research and perform tasks at their own pace—through a self-service portal with support ticket deflection.

Reduce Inquiry Volume with Ticket Deflection. Manage help desk tickets, streamline academic advising, automate approval and denial workflows, and quickly create and distribute teacher, class and experience surveys.

Support Mobility. Work when, where, and however you are most comfortable without additional licensing costs. Users can securely access the centralized help desk on-the-go too.

Access Easily. Access through any modern web browser, tablet, or smartphone with one set of credentials, while seamlessly scheduling calendar appointments or chatting on Microsoft Teams through Office 365 integration.

Focus on What Matters. Enhanced information quality stemming from an integrated solution removes guesswork so administrators can gain deeper insight into high-demand areas and opportunities for further improvement. No more duplicate data and disparate knowledge.

Take advantage of ServiceTeam ITSM productivity-boosting features for improved user experience and cost-efficiencies

Incident, Problem, Change, and Service Request Management. Gain ITIL® best practices for services-centric IT processes right out-of-the-box. Intuitive dashboards and workflows increase efficiency and reduce time spent. Automated issue escalation and auto routing of incidents and service requests ensure faster resolution with minimum end user effort. Step-by-step guidance reduces errors and produces consistency. Easily identify when incidents become problems. Enable effective change management.

Self-Service Portal. Fast, lightweight and completely configurable for the needs of your business. You can deflect tickets and provide end users with a way to efficiently and effectively resolve both common and minor IT issues.

Automation. To increase efficiency and reduce error, automate frequent and repetitive parts of your processes. Without coding you can easily create business process flows and workflows to programmatically execute activities, tasks and data manipulations that would otherwise require human effort.

Code-Free Configuration. Easily modify to suit your unique organizational needs—no developer skills required.
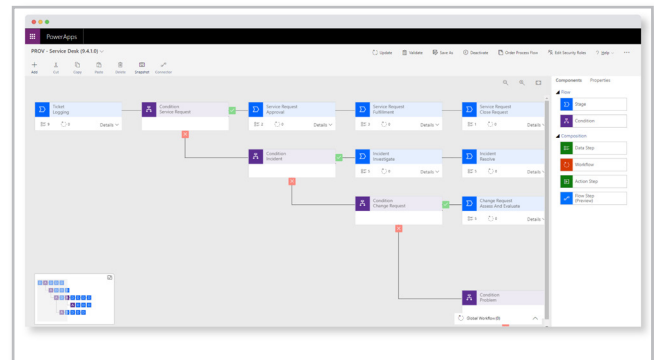
Dashboards and Reports. Monitor operations, balance workloads, spot trends and analyze historical information. Power BI reports allow you to identify key issues, such as the root cause of errors and failures and take immediate action, preventing additional downtime, loss and multiple incidents as a result.

Born in the Power Platform. Flexible, intuitive, simple-to-use and with easy access to context-sensitive information. Build on the familiar and keep important information together all within a single platform. No other ITSM solution is supported by the depth of innovative platform technology that Microsoft delivers.

Office 365 Integration. Empower internal teams and improve user experience by using familiar tools—Word, Excel, OneNote®, SharePoint®, Outlook®, Microsoft Teams—that increase productivity, improve collaboration, and deliver easily creatable and customizable business documents and reports.

Connect with Microsoft Technology. Break down technology-caused data silos, remove double data entry, and maximize ROI by continuing to leverage your current and future investments in Microsoft technology, such as System Center, Azure, Power BI and more.

ServiceTeam ITAM. Take control of costs, increase efficiency and reduce risk with the management of hardware and software assets across the entire lifecycle, from request to disposal. ServiceTeam ITAM is an additional license.

Streamline processes. Maximize budgets. Start innovating. Deliver exceptional service.

Visit us at www.provance.com/ITSM