



## ServiceTeam® ITSM for Government

**ServiceTeam ITSM Power App — Increase productivity, accelerate better decision making, improve user experience and leverage existing investments in Microsoft technologies.**

Are you frustrated by legacy, on-premise service managements systems? Stymied by siloed data, multiple information streams, inefficient workflows and manual processes? Feeling the impact of assumption-based decision making? Have no visibility into requests, projects and workloads? It's time for government agencies to modernize and use data-informed decision making to promote collaboration and deliver superior IT experiences.

With built-in flexibility to meet the unique needs of each department in your agency, ServiceTeam ITSM is a multi-tenant service management solution that helps you streamline processes cost-effectively with out-of-the-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 Government

**Leverage Existing and Future Investments.** Leverage Microsoft Productivity and Management solutions such as Office 365, Azure and System Center to provide holistic IT service. Take advantage of all the investments Microsoft is making in emerging and innovative technologies such as Microsoft AI, IoT and Teams.

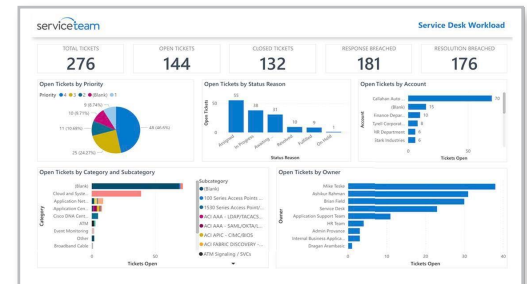
**Centralized Dashboards.** Remove departmental barriers by breaking down data silos, giving IT better reporting, visibility and ownership of services end-to-end. Leverage ServiceTeam's built in Power BI dashboards and reports or configure your own to break down application silos and provide centralized, actionable dashboards with data from multiple systems.

**Proactive, Data Driven Decision-Making.** Rely on real-time data, allowing for proactive, rather than reactive, support. Respond quickly, accurately and cost-effectively by having all knowledge and important information in one spot. At-a-glance, see issues, services, related assets, escalations, SLAs, cloud resources, history and more.

**Streamlined Efficiencies.** Lay a foundation for a strong collaboration between the Dev and Ops teams. Streamline workflows and automations to improve the way information is collected, consolidated, categorized and analyzed across departments and agencies. Follow a proven process for better service delivery.

**Increased Information Quality.** Leverage existing technologies and data with the Microsoft Dataverse —from Office 365 to Microsoft AI to System Center to Power Apps—and provide a single, relevant view, allowing staff to make data-driven decisions. Robust reporting surfaces trends, allowing for improved service and better automation.

**Eased Burdens and Improved Experience.** Do more with already-tight government budgets by easing employee workloads with self-service portals that deflect tickets and make all employees more productive; single-view dashboards, which at-a-glance give you the most important information; and automations, which remove repetitive and simple tasks from the workday.



## 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.

**Knowledge Management.** Easily create knowledge base articles and publish within the self-service portal. Tickets also display relevant associated knowledge base articles, giving you the information you need right within the same view

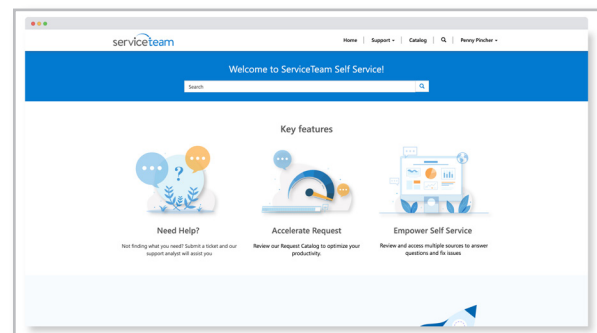
**Dashboards and Reports.** Monitor operations, balance workloads, spot trends and analyze historical information. Analytical reports allow you to identify key issues, such as the root cause of errors and failures and take immediate action, preventing additional downtime, loss and multiple incidents 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.

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