



## ServiceTeam® ITSM for Microsoft® Partners & MSPs

Conceived in Power Apps®—ServiceTeam ITSM is the most Microsoft-centric ITSM solution on the market. Overcome silos, lower operational costs, leverage familiar tools and deliver exceptional service.

Are demands growing, while budgets are shrinking? Are fragmented business applications and data silos causing inefficiencies, errors and headaches? Does your business survival depend on low operational costs and happy customers, ensuring recurring revenue? In today's world, customer service expectations continue to rise. Running streamlined operations and receiving ROI, while also delivering exceptional service, is more important than ever.

Built for Microsoft Partners, MSPs and Customers by a Microsoft Partner, ServiceTeam® ITSM takes a fresh approach to the service desk agent experience with a simplified and high-performance interface focused on the activities most important to you and your customers. Native to the Microsoft Power Apps and Dynamics® 365 environments, ServiceTeam ITSM lets you leverage the power of the platform such as out-of-the-box Power BI for management reporting, configure automated workflows, capitalize on existing skillsets and investments in Microsoft technologies and more. With ServiceTeam ITSM, you can achieve excellent customer service—supporting business growth by keeping your customers more than satisfied. ServiceTeam ITSM is comprised of three editions: Essentials, Professional and Enterprise.

Since the Microsoft Power Platform lives on Azure—the world's largest, most flexible, scalable and secure cloud platform—with ServiceTeam, you can take advantage of best-of-suite and platform capabilities unique in the ITSM tools market.

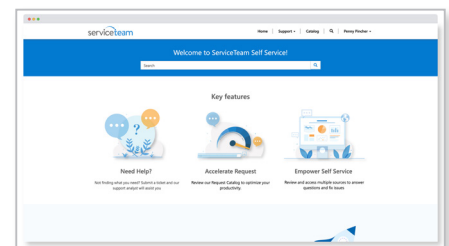
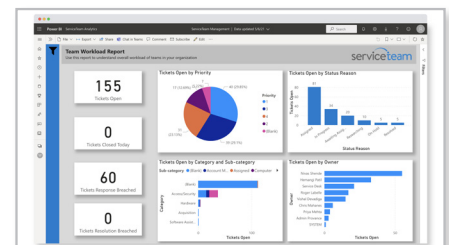
### Key Benefits

**Leverage Microsoft Technology.** Imagine ITSM as a strategic driver of success—quick, nimble, and evolving to take full advantage of the Microsoft technologies that run your business. Since ServiceTeam ITSM runs natively in Power Apps and Dynamics 365, leveraging Azure®, Office 365®, Power Automate®, Power BI®, and more, as they evolve and benefit from Microsoft investments, so too will you.

**Support Business Growth.** What if your ITSM solution saved costs and helped drive business? ServiceTeam ITSM eliminates the need for painful integrations and expensive customizations. Putting critical information and data at your fingertips, ServiceTeam ITSM lets you respond quickly, accurately and cost-effectively to issues and requests. At-a-glance, you can see issues, services, escalations, history, a 360-degree view of your customer, and more.

**Get Answers and Intelligent Insight.** Get answers you need to achieve great customer service without impacting the bottom line. ServiceTeam ITSM leverages Power BI to give you visually stunning dashboards and reports that deliver intelligent ITSM insights and answers to managers and key stakeholders. Plus, you can easily create your own Power BI dashboards and reports.

**Go Beyond Case Management and Improve Service Delivery.** Rather than relying on a generic case management solution, ServiceTeam ITSM lets you standardize, categorize and track incidents and service requests for faster and more effective resolution. With ServiceTeam ITSM, you can streamline operations to be more customer-centric, driving repeat business, while keeping costs low.



## Take advantage of ServiceTeam ITSM productivity-boosting features for improved satisfaction and cost-efficiencies

**Incident, Problem, Service Request Fulfillment and Change Enablement.** Gain ITIL®-aligned best practices for services-centric IT processes right from the get-go. Intuitive dashboards and flexible workflows surface critical information, reduce errors and help agents resolve incidents and service requests faster. Gain a 360-degree view of your service environment.

**Dashboard and Reports.** Gain clarity and visibility with out-of-the-box Power BI dashboards and reports. Visually communicate and deliver intelligent ITSM insights and answers to common questions for managers and key stakeholders. Analytical and efficiency reports let you identify key issues and areas for improvement.

**Workflows and Automation Streams.** Boost productivity, increase efficiency and improve responsiveness. Without coding, ServiceTeam ITSM lets you easily create complex, long-running workflows and business process flows to execute activities, tasks and data manipulations that would otherwise require human effort.

**Codeless Configuration.** Adapt quickly and easily modify to suit your unique organizational needs—no developer skills required.

**Self-Service Portal.** Raise tickets and provide an intuitive way to efficiently and effectively resolve common and minor IT issues. The ServiceTeam ITSM self-service portal is fast, lightweight and completely configurable for the needs of your business.

**SLAs and Ticket Service Metrics.** Provide successful customer-centric services. ServiceTeam ITSM Ticket Service Metrics includes response and resolution monitoring, while ServiceTeam ITSM SLA Management ensures compliance and fulfillment of customer contracts and expectations.

**Access, Controls and Multi-tenancy.** Achieve cost-efficiency and service excellence, keeping the right data and information in the right hands at the right time. ServiceTeam ITSM was built with multi-tenancy in mind, including key roles and permissions.

**Request and Service Catalogs.** Increase customer satisfaction and save time. Build a comprehensive and standardized set of self-service requests that can be automated. Easily and effectively maintain accurate information service information, from services offered to customer benefits—all within a single view.

**Tickets.** Triage incoming tickets to determine priority, urgency and issue type. Apply standardization, automation and flexibility into the ticket resolution process.

**Time Tracking.** Increase profitability and gain insight into the “what’s happening” with customer accounts and employee activity by easily tracking time spent against incidents and service requests.

**ITIL-aligned.** ServiceTeam ITSM is organized by standard ITIL process areas, such as Incidents and Service Request items.

**Provance Services Platform for Data Integration.** Seamlessly connect with your data ecosystem for painless in-depth integrations to the technologies you depend on every day. Using the power of Microsoft Dataverse, ServiceTeam ITSM creates a comprehensive CMDB, allowing you to have a 360-degree view of your services and configuration items. Take advantage of an array of built-in gateways to various Microsoft and non-Microsoft products, including Azure Monitor, Azure Intune, System Center (SCCM, SCOM), Power BI, Azure DevOps, Azure Active Directory, Jira, SolarWinds® Network Performance Monitor, N-able™ N-central®, Martello Vantage DX™ Analytics, and more to keep the CMDB accurate and automatically updated.

**Streamline processes. Reduce operational costs. Deliver first-rate service.**

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