



Service Management for IT and the Enterprise



Digital Desk Enterprise service Management Overview

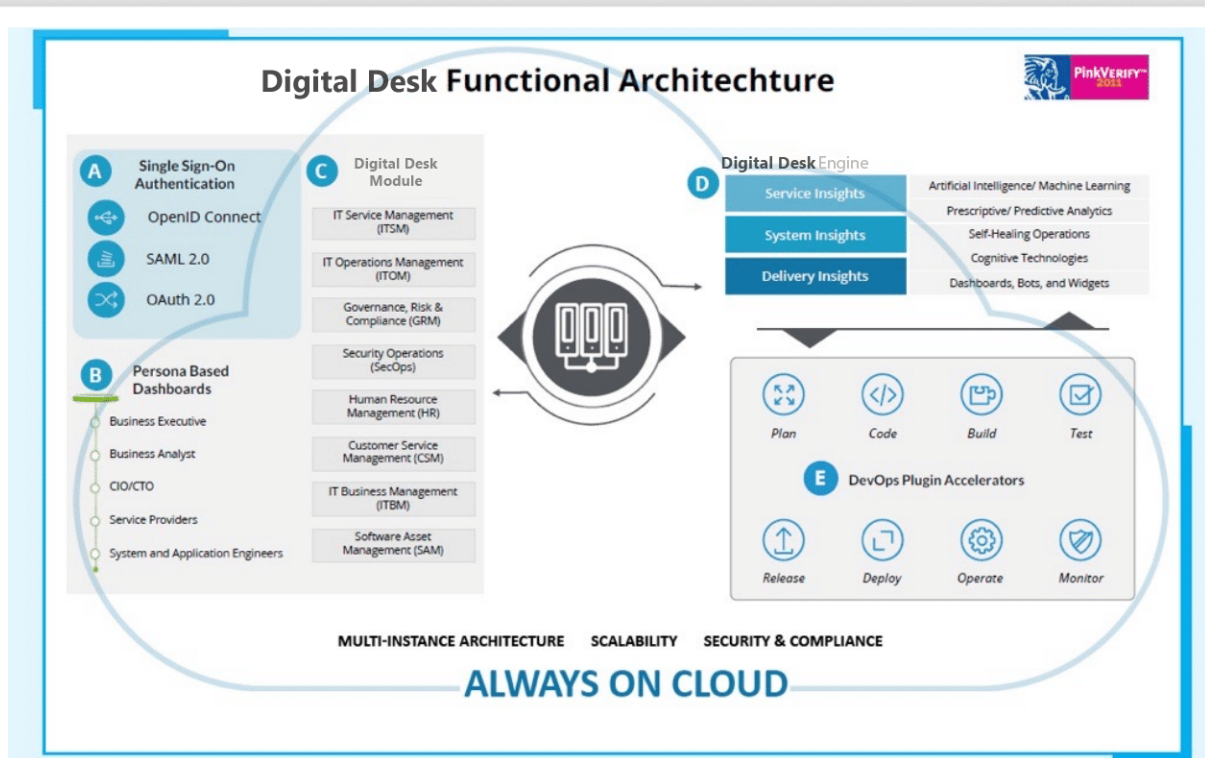
Future proof your digital innovation with our modern, cloud-based, silo-busting Enterprise Service Management solution

DigitalDesk Enterprise Service Management (ESM) is a modern, cloud-based, silo-busting service management solution. With DigitalDesk ESM you can consolidate on-premises legacy tools and processes to a single cloud DigitalDesk platform and harness shared data and analytics with automated workflows on the DigitalDesk ESM Platform.

DigitalDesk Platform-native AI and machine learning along with natural language virtual agent chatbots unburden your IT staff and boost productivity 30%.

Digital Desk ESM Lets you:

- Deliver resilient Enterprise services like IT, HR, Facilities, Legal, Marketing, Sales on a single Digital Desk Enterprise Service Management cloud platform.
- Modern persona-based UX optimized across devices.
- Empower employees to self-solve issues 24/7, raise questions, and get relevant, accurate, and consistent information to improve employee satisfaction.
- Make smarter decisions, automate 20% of your services, and continually improve your services in role-based workspaces.
- Triage, collaborate, and enable agents to resolve incidents, find answers, and stay connected from anywhere to resolve high impact incidents and improve agent productivity by 30%.
- Powerful, stunning reports and visualizations allowing data driven insights.



Digital Desk Integrated architecture

Digital Desk is based on a flexible, secure architecture and is configured to be easily integrated with any packaged or custom business application and/or leading DevOps tools. In addition, our framework allows us to build new adapters in less than 40 hours as needed to facilitate the integration of existing and preferred toolsets.



Secure single-sign-on protocols for clients, service providers, project teams, IT customers, and other stakeholders.



Quick access to relevant data in a single dashboard based on preconfigured personas, further customizable by individual users.



Preconfigured on-screen modules aligned to user types to execute business operational needs.



Behind-the-scenes integration with our Digital Desk AI/ML engine brings operational data across multiple sources and domains into a single view for advanced analytics, predictive modeling, discovery of insights, and automation.



Integrate release management, security and monitoring, and other leading DevOps tools via pre-built plugins.

Deliver resilient IT services on a single Digital Desk ITSM cloud platform



Incident Management

Automatically assign incidents to the correct resolution group with Incident Management's machine learning. Bring together stakeholders to investigate issues and restore services swiftly with the Major Incident Management portal.



Change Management

Improve velocity of work while minimizing risks and costs of unplanned changes. Automate changes with DevOps capabilities and for complex changes, automate change advisory board meetings with CAB Workbench to accelerate change management.



Problem Management

Restore services quickly and often prevent issues from happening in the first place with Problem Management. Structured workflows diagnose root causes and fix problems to eliminate recurring incidents and minimize the impact of unexpected disruptions.



Configuration Management (CMDB)

Consolidate IT data silos into a single system of record to let IT see the functioning of all assets and related services. See the relationships of configuration items (CIs) and services to proactively manage the change impacts.

Boost IT agent productivity with faster platform-native AI resolutions



Virtual Agent

Resolve repetitive IT service tasks and requests nearly instantly via Virtual Agent—an automated, conversational chatbot. Give employees 24/7 self-service and free IT staff to work on more meaningful tasks for greater team scalability and smarter resource spend.



Agent Workspace

Solve issues faster with Agent Workspace and increase employee satisfaction. Service desk agents get a single pane view command center with full issue context and relevant AI-powered recommendations to efficiently resolve issues quickly.

Harness shared data and analytics with automated workflows on the Digital Desk platform



Performance Analytics

Enable stakeholders—workers, owners, and executives—responsible for service delivery to make smarter, real-time decisions with Performance Analytics. Use data visualizations to anticipate trends, prioritize resources, and drive IT alignment with business goals unexpected disruptions.



Continual Improvement

Management Collaborate and prioritize data, people, and business goals to manage your strategic IT roadmap investments with the structured framework and workflow of Continual Improvement Management (CIM).



Vendor Manager Workspace

Track and analyze vendor performance from a single destination with Vendor Manager Workspace. Get consolidated insights to make smarter decisions that maximize value for your organization.



Service Portfolio Workplace

Track and analyze service performance using data from a host of Digital Desk and third-party applications in a consolidated view. Proactively solve service issues, lower costs, and deliver great service experiences with Service Portfolio Workspace.

Identify, track, resolve high-impact incidents and improve agent efficiency by more than 30%



Predictive Intelligence

Automatically categorize and route issues to the correct resolution team with machine learning, while empowering technicians with AI-assisted answers for faster resolutions. Predictive Intelligence's recommendations become increasingly accurate over time.



Service Level Management

Set business expectations and gain visibility into your IT team's service commitments and performance with Service Level Management. Prioritize tasks, check statuses, reassign ownership, escalate issues, and manage SLAs with the visual SLA Timeline.

Empower employees to self-solve issues 24/7, raise questions, and get relevant, accurate, and consistent information in a single place.



Request Management

Give employees a modern, omni-channel way to interact 24/7 with IT and other shared services groups using any device to enable self-help, collaboration, request items or services, and get automated status updates to ensure expectations are met.



Knowledge Management

Share, manage, and use knowledge from across the organization and make it readily available for shared or private use by IT and employees. Increase employee self-service and boost agent productivity with contextual knowledge, driven by machine learning.

Give employees fast self-help while on the go or from Amazon Connect, Slack, Facebook Workplace, and Microsoft Teams messaging



Digital Desk Mobile

Remove the friction of getting work done with Digital Desk Mobile App, find answers and complete tasks across IT, HR, facilities, finance, legal, and other departments, all from a mobile app powered by the Digital Desk Platform



Embedded Experiences

Employees can make requests and check fulfillment status in Amazon Connect, Slack, Facebook Workplace and Microsoft Teams messaging collaboration tools.

Make smarter decisions and continually optimize your services and workforce



Process Optimization

Gain greater visibility and actionable insights on process improvements. Maximize efficiency across the enterprise with visual process maps that help you identify inefficiencies and improve productivity.



Workforce Optimization

Share, manage, and use knowledge from across the organization and make it readily available for shared or private use by IT and employees. Increase employee self-service and boost agent productivity with contextual knowledge, driven by machine learning.

And there's more... dynamic translation, peer benchmarks, asset management, dashboards, and DevOps to improve your service delivery



Dynamic Translation

Use Dynamic Translation to remove language barriers in delivering services to your employees. Scale support staff by enabling them to view and respond to foreign language queries in their own native language.



Asset Management

Avoid unnecessary asset purchases, cut software licensing, and support costs by tracking the financial, contractual, and inventory of hardware and virtual assets from purchase through disposal with Asset Management.



Reports and Dashboards

Combine the power of the Digital Desk Platform with a single data model to generate and distribute real-time information on demand. Choose from predefined or customized reports and create eye-catching, role-based dashboards in a flash.



Benchmarks

Compare the performance of your services to the industry averages of your peers. Benchmarks has the industry's largest anonymized customer data set with the most up-to date benchmarks allowing you to continually optimize your services.



DevOps

Change Provide out-of-the-box integrations, data modeling and workflows which automate change request creation from many different DevOps toolchains and then automate request approvals using sophisticated policies based on data from the pipeline and data already within Digital Desk Improve auditability by providing change managers with reliable data automatically populated and in a familiar interface.