Enterprise Service Management

An accelerated Enterprise Service Management solution that unifies IT support, employee service, and customer service.

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Challenge

Enterprise software such as ERP, SCM, CRM and HCM has historically been perceived as a support function, lacking innovation and taking ages to reap the benefits of a well-crafted application strategy. Times have changed, however, and organisations are now placing a critical focus on enterprise software's main challenges.

Today, organisations prioritise critical areas such as data privacy, security, the increasing influence of artificial intelligence, and the integration of advanced technologies. Simultaneously, the rise of cloud-native solutions has presented opportunities for significant transformations in enterprise software, facilitating more rapid innovation cycles.

Because of the pace of technology, we not only meet the evolving needs of organisations but also revolutionise how technology is used to achieve higher levels of digital maturity and eventually full digital transformation.

What is it?

Enterprise Service Management starts where you are. It can do an infinite number of things. Enterprise Service Management (ESM) is a strategic approach to managing and delivering services across departments like IT, HR, Finance, Legal, Facilities, and more. It expands upon IT service management (ITSM) principles, extending them beyond IT.
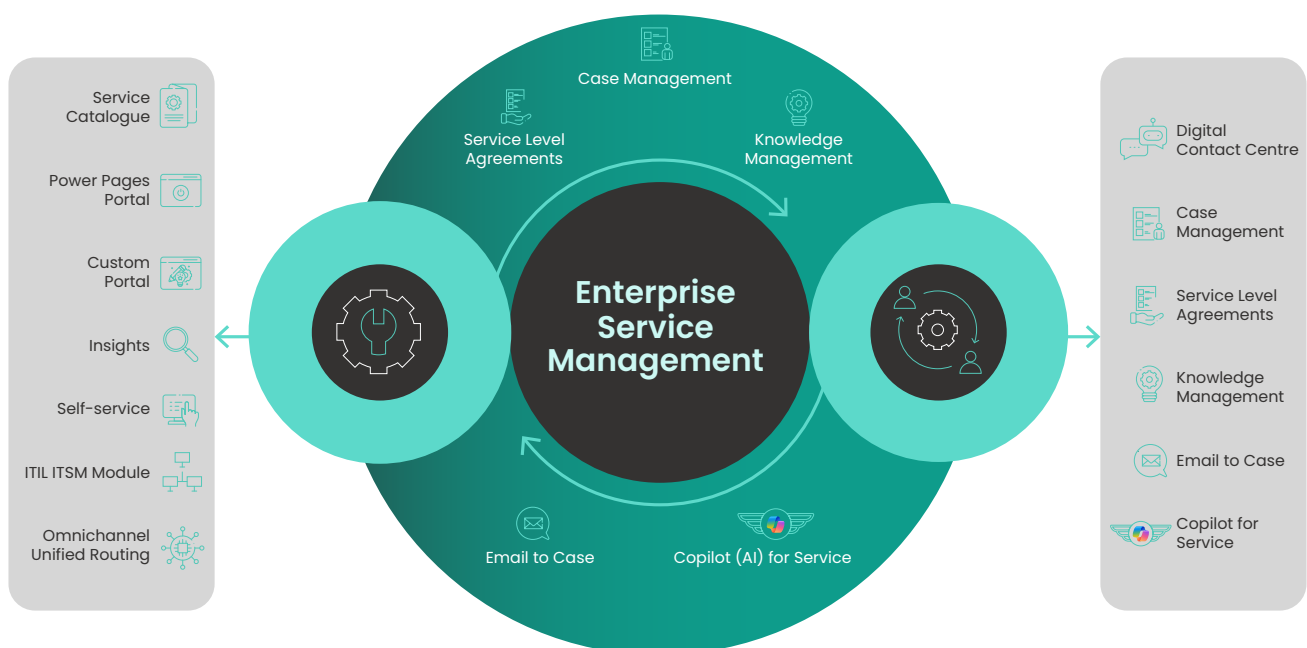
This solution is the best in the market, and offers value in the following:

▶ **Best-practice Service Catalogue & Pre-built Power pages portal –** for accelerated setup of Service Management at a lower cost.

▶ **Customer-centric structures and standards –** ability to structure your service organisation around your customers' needs.

▶ **Insights –** cases are categorised at a detailed level, which gives you the control to monitor which types of services are most requested and resource accordingly.

▶ **Self-service –** the system guides the end user to self-serve, avoiding them from logging unnecessary tickets.

▶ **ITIL ITSM Module –** the ability to add an accelerator that can include pre-built ITSM processes like incident management, problem management, Change & Release Management, Service Requests, and Asset Management.

Enterprise Service Management lays a solid foundation for service maturation.

Key Benefits

▶ **Standardisation of processes:**
Optimised processes and a common way of working.

▶ **Improved Visibility:**
This means better collaboration and more effective communication across the organisation, it also means increased control and governance with a greater level of reporting to manage risk and compliance.

▶ **Better Customer Experience & Service:**
Due to capabilities such as self-service, knowledge libraries, service request catalogues and better access to central information, this customer-centric solution assists to improve both customer relationships and employee productivity.

▶ **Reduced operational costs:**
Automation and workflows can remove unnecessary effort, systems and duplication.

▶ **Drive ROI & Business Value:**
Following our Vision & Value framework, as well as our Greenwheels implementation methodology, we ensure that the projects drive Business value in terms of growth, risk mitigation, operational inefficiencies and transformation.

▶ **Scalability & Flexibility:**
The platform's scalability and flexibility allow organisations to adapt to changing call volumes and business needs, ensuring they can scale up or down as required without compromising on customer experience.

You can apply this to any Persona or Team in the organisation in any variation you require.

| IT | HR | PROCUREMENT | LEGAL |

Construct a catalogue for these areas of work based on what services you want to supply or challenges you need to overcome.

We have helped customers in these industries

Digital contact centre can be used in any industry where an organisation deals with a high volume of cases and tickets as it is a robust answer to unifying data and empowering agent experiences.

IT support

ESM streamlines IT support by consolidating requests, automating workflows, and providing real-time insights. With a unified platform, IT teams can resolve issues faster, reduce downtime, and ensure seamless operations across the organisation.

Employee Service

ESM extends beyond IT to enhance employee experiences. By centralising HR, facilities, and other internal services, employees can easily submit requests, track progress, and get the support they need. This results in higher employee satisfaction and productivity.

Customer Service

Deliver exceptional customer experiences with ESM. By integrating customer service with internal operations, agents have access to all relevant data, enabling faster response times, personalised interactions, and higher customer satisfaction.

With ESM, organisations unify their service management efforts, driving efficiency and elevating experiences for IT teams, employees, and customers alike.

The Platform Advantage

Our ITSM Solution is built on top of the Microsoft Dynamics 365 Platform.

Drive digital transformation with a new approach to business applications with the business automation capabilities of Microsoft Dynamics 365. Microsoft Dynamics 365 is a suite of enterprise-grade intelligent business applications that enable your employees to get more done in less time and provide you with actionable insight through powerful data analytics and real-time reporting.

Microsoft Dynamics 365 breaks down the silos created by the traditional approach of implementing several disparate systems across the business and provides a comprehensive business application platform to help you manage your operations.

Modern –

Drive business results with next-generation, multi-channel applications that infuse artificial intelligence (AI), mixed reality, social, and mobile capabilities for rapid innovation.

Unified –

Enable people to do their best work by unifying relationships, processes, and data with comprehensive business applications connected through a common Microsoft cloud platform.

Intelligent –

Achieve greater business outcomes with built-in intelligence and prescriptive guidance delivered by leading AI and analytics technologies.

Adaptable –

Thrive as your business changes by extending existing applications, building new solutions, and integrating with other technologies on a flexible, scalable, and secure platform.

the **Greenwheels** methodology

Greenwheels is our strategic implementation methodology that is designed to streamline and optimise the delivery process. It emphasises structured planning, accountability, and clear communication to ensure that projects are completed on time and meet all predefined criteria.

By following a strict sequence of phases, Greenwheels protects all stakeholders, reducing risks, resolving issues efficiently, and ensuring a smooth and successful rollout.

Why Greenwheels works:

▶ **Structured Processes:**
When the wheels are green, the project has gone through our structured methodology, ensuring everything is properly organised and managed.

▶ **Clear Acceptance Criteria:**
Acceptance criteria are solidified before delivery. Any issues during testing must be addressed through rework if criteria are not met.

▶ **Efficient Delivery:**
We plan meticulously ensuring work is completed on time and meets the acceptance criteria.

▶ **Detail-Oriented Execution:**
Every item is detailed, planned, and executed with precision, providing a well-defined work plan that supports effective team delivery.
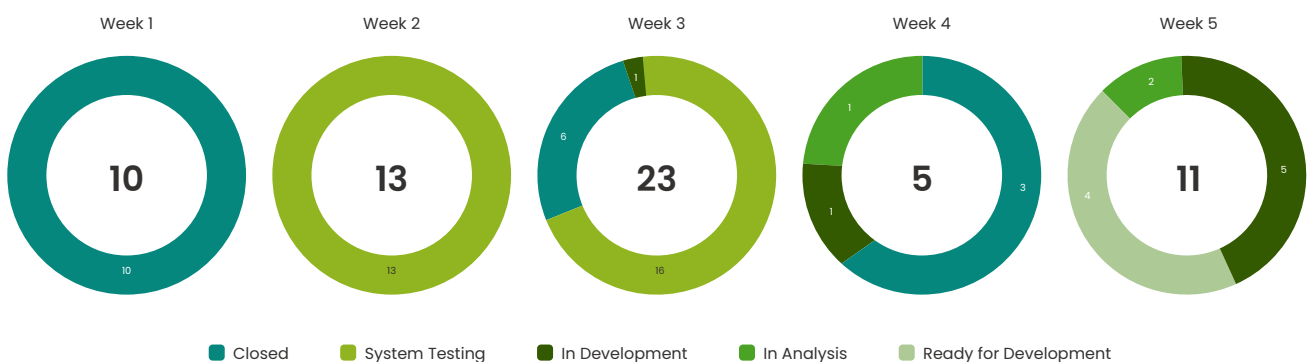
▶ **Impact on Delivery:**
This methodology helps prevent project delays and reduces pressure later in the project timeline.

▶ **Team Support:**
The structured approach supports the team by clarifying tasks, reducing uncertainty, and enabling more effective work planning.

▶ **Improved Communication:**
Enhances communication with clients by providing detailed evidence of progress.

Week 1	Week 2	Week 3	Week 4	Week 5
10	13	23	5	11

● Closed ● System Testing ● In Development ● In Analysis ● Ready for Development

Customer Success

MILPARK EDUCATION **M**

Milpark Education, a leading higher education provider in South Africa, has successfully implemented Microsoft Dynamics 365 Customer Service and the Digital Contact Centre, transforming its student support services and significantly enhancing operational efficiency.

Key Achievements:

▶ **Reduced Resolution Times:**
The new system has slashed student support resolution times by 50%, enabling quicker, more effective responses.

▶ **Decreased Escalation Times:**
Escalation times have been cut by over 30%, allowing staff to focus on more complex cases requiring personal attention.

▶ **Enhanced Visibility:**
The platform provides comprehensive visibility into student profiles, significantly improving the accuracy and efficiency of support.

Joel Sangster, Business Development Manager at Milpark Education, commented on the challenges faced before the implementation: "Because we didn't have a complete view of the student's profile, we had long turnaround times and errors. Imagine a student seeking help with their application, only to find our staff scrambling across multiple platforms to grasp their situation fully."

" **We were working against the clock. Milpark's busy student application and intake season was approaching, so we needed to act quickly and tactically to migrate them from their legacy systems to Dynamics 365 and prepare agents to effectively deal with the influx of student queries. The platform foundation that we had laid in previous projects afforded us a springboard to success, but Microsoft's Digital Contact Centre was the true hero of this story.** **"**

Shaun Dale, Managing Director at Enterprisecloud, highlighted the collaboration's success

Read the full case study

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Get started with Vision and Value

Vision and Value, previously known as Catalyst, is a strategic framework designed to elevate customer experience across all departments and functions within an organisation. This approach provides a comprehensive Customer-360 solution, enabling businesses to unify their customer data, streamline processes, and deliver consistent, personalised experiences.

Vision and Value helps companies identify key challenges, co-create solutions, and implement technology that drives measurable business value by leveraging Microsoft's powerful CRM tools.

Vision and Value is a transformative initiative that empowers organisations to break down silos, align teams, understand the capabilities of technology, future-proof and create mutual expectations across customer engagement strategies. IT ensures that your chosen solution is viable and will provide benefit.

Key Benefits of the Microsoft Vision and Value Process:

▶ **Holistic Problem-Solving Approach:**
Identify the specific pain points, ensuring resources are allocated effectively within budget

▶ **Bridging the Technology Knowledge Gap:**
Understand the extensive capabilities of integrated tools like Azure, Microsoft 365, and Dynamics 365 to tackle specific business problems and aid in achieving operational goals.

▶ **Breaking Down IT Silos:**
Encourage collaboration across departments, aligning technology initiatives under a unified customer strategy that enhances overall organisational effectiveness.

▶ **Strategic Alignment:**
Vision and Value ensures that the chosen technology investments deliver maximum value and facilitate sustainable growth.

▶ **Long-Term Value Creation:**
Shift from reactive problem-solving to proactive innovation, with a framework for continuous improvement and adaptability.

This Engagement could potentially be funded - but funding is VERY limited.

We urge you to explore these options to design a solid business case that will answer if an ITSM project will give ROI and if Microsoft Dynamics 365 is the best solution for your organisation.

Download the Vision & Value Deep-dive for more information.

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Contact information:

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Book a Discovery Call

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About Enterprisecloud

Enterprisecloud is a highly specialised Business Applications Solutions Partner that focuses solely on Dynamics 365 and Power Platform implementations for Sales, Service, and Marketing within industries such as Higher Education, Financial Services, Logistics, and Retail. We service our clients around the world, from South Africa.

Microsoft Dynamics
CUSTOMER ENGAGEMENT PARTNER OF THE YEAR
WINNER
2021

Microsoft Dynamics
CUSTOMER ENGAGEMENT PARTNER OF THE YEAR
FINALIST
2022

Microsoft Dynamics
NDUSTRY SOLUTION PARTNER OF THE YEAR (NON-PROFIT)
WINNER
2022

Book a
Discovery Call