

IT Service Management

Powered by Microsoft Dynamics 365,
implemented by specialists at
Enterprisecloud.



Challenge

The IT sector is poised to confront several significant challenges in 2024.

These include rising development expenses, the imperative to keep pace with emerging technologies, a shortage of skilled IT professionals, the demand for rapid product launches, and the delicate balance between integrating innovative tools and managing the workforce. Managing ticket incidents, requests, and ensuring a structured support process can feel overwhelming. No one has time for chaos in their operations. The last thing you need is disorganisation.

IT Leaders are currently struggling with these challenges:

- ▶ Keeping up with and integrating rapidly evolving technology
- ▶ Shortage of highly skilled professionals
- ▶ Time to market pressures
- ▶ Security and cyber threats
- ▶ Managing and accessing data across the entire organisation - Siloes
- ▶ Climbing operational costs
- ▶ No real-time metrics or insights to manage operational performance
- ▶ Realising benefits of AI-driven service



Turning Aspiration into Service Definition

As a support function, your team aspires to provide excellent service—it's part of your mission. But aspirations alone aren't enough. **You need a framework and the right tools to manage your service delivery effectively.** Otherwise, it becomes impossible to gauge success.

To make your aspiration concrete, you must **define the services you offer, clearly and specifically**. With your service definitions in place, you can establish SLAs and routing-based rules that ensure requests follow a defined path. **This makes sure that every service request aligns with your service goals.**

What is it?

Enterprisecloud has developed a templatised solution for IT Service Management on top of the world-leading Customer Engagement platform Microsoft Dynamics 365 and has implemented it at enterprises and academic institutions across South Africa.

How does IT Service Management work

IT Service Management (ITSM) works by implementing a structured system that **enhances organisational efficiency**.

It **centralises queries and tickets**, ensuring they are handled by the appropriate personnel. This setup includes setting **Service Level Agreements (SLAs)**, which specify expected response times.

One common issue in many organisations is **delays in IT response times**. ITSM addresses this by **organising, categorising, and prioritising tickets according to predefined rules**. This structured approach not only improves response efficiency but also manages expectations across the business.

By streamlining these processes, IT departments can **deliver quicker and more effective support to employees**, thereby enhancing overall organisational productivity.

Benefits of ITSM | Why would you choose this solution?

- ▶ **Centralisation of information:** improves visibility, and access to information while standardising processes across the organisation into one way of working.
- ▶ **Single Vendor Support:** A connected IT stack offers single-vendor support, simplifying the support process and providing a streamlined approach to issue resolution.
- ▶ **Lower Total Cost of Ownership:** Integrating systems reduces costs by eliminating redundant tools and resources, lowering TCO and ensuring efficient budget allocation.
- ▶ **Cloud-Based Services:** Modern IT stacks often utilise cloud-based services, eliminating hardware reliance and offering scalability and flexibility for adjusting resources based on demand.
- ▶ **Modern, Scalable Technology:** These solutions are built on modern, scalable technology, ensuring systems are adjustable and future-proof, keeping businesses ahead of technological advancements and market changes.
- ▶ **Automation and AI-Driven Features:** Automation tools and AI automate tasks, freeing your team from manual, time-consuming jobs. Integrated technology builds a connected experience.

Implementation – ITIL framework and principles

The Information Technology Infrastructure Library (ITIL)—particularly the newest version called ITIL 4—provides a framework that gives IT teams the flexibility and stability they need to support the business successfully.

The guiding principles of ITIL 4, and how we implement them:

► Focus on value

ITIL places a strong emphasis on delivering value to the business. The focus is on understanding and meeting the needs of the organisation, ensuring that every IT activity contributes to the overall value proposition.

► Start where you are

ITIL encourages organisations to assess their current state and build upon existing processes and practices. This principle promotes a practical and realistic approach to improvement, acknowledging the unique context of each organisation.

► Progress iteratively with feedback

Central to ITIL 4 is an iterative approach that allows for continuous improvement. Organisations are urged to implement changes in small, manageable increments, with a constant feedback loop to refine and enhance processes over time.

► Collaborate and promote visibility

Collaboration is key to successful IT service management. ITIL advocates for open communication and collaboration among teams, promoting visibility into processes

and activities to foster a culture of shared responsibility and continual service improvement.

► Think and work holistically

ITIL encourages a holistic perspective, considering the entire service value system. This principle emphasises the interconnectedness of different components within an organisation and promotes a comprehensive understanding of how they contribute to the overall business objectives.

► Keep it simple and practical

Simplicity and practicality are core principles of ITIL. Organisations are advised to avoid unnecessary complexity and focus on solutions that are straightforward, effective, and aligned with business goals.

► Optimise and automate

Continuous optimisation and automation are essential for efficiency. ITIL promotes the use of technology to automate repetitive tasks and streamline processes, allowing IT and operations management teams to focus on delivering value-added services.

These guiding principles of ITIL 4 collectively serve as a framework for organisations to effectively manage IT services in alignment with business objectives, promoting innovation and continuous improvement.

Valuable Features of this ITSM solution

Catalogue-driven service

This Service Catalogue is an extension of Microsoft Dynamics 365 that enables you to define all the services you wish to manage through the system, identify which team or individual needs to handle those services (routing), define applicable service level rules (SLAs), manage escalation rules, associate priorities and work allocation, and much more.

Ticket Management

The ITSM solution lets you easily manage incoming tickets, and decide whether to kick off the incident, problem, change or service request processes based on the type of ticket being logged. The Service Catalogue allows users to apply standardisation and automation to tickets—speeding up the process of resolving tickets, while also ensuring that tickets follow structured processes and standards

Ticket Routing, SLAs & Escalation

When tickets and services are logged, the categorisation framework ensures the right SLA is applied. The ticket/service request screen then displays timers and sends automated response emails (all configurable) to the end user. When a case reaches the breach window, but before it is in breach, we send notifications to the case owner that their case is nearing breach, so they can still comply to process. If they ignore this, and the case is in breach, we can then escalate to management

Self-Service Portal

Enterprisecloud have a user-friendly self-service portal as part of the ITSM solution, to allow users to: log tickets, review and update ticket information, communicate with service desk agents, log service requests, log procurement requests, and browse knowledge articles

Omnichannel and Chatbots

Microsoft Dynamics 365 offers a suite of capabilities that extend the power of Dynamics 365 Customer Service (which our ITSM solution is built on top of) to enable organisations to instantly connect and engage with their customers across digital messaging channels.

Service Request Management

Service requests within Enterprisecloud's IT Service Management solution are very powerful – as they can be easily configured with no code, and can be rolled out for the IT department, or for any department that wants to manage service fulfilment through such a system. From an end-user perspective, they log in to the portal, and browse the service catalogue

Knowledge Management

Microsoft Dynamics 365 allows for the easy creation of knowledge-base articles. These articles can be shared on the web portal, or emailed to users directly from the service desk interface. Dynamics automatically suggests knowledge articles when users input data into tickets, to speed up resolution time, and increase institutional knowledge.

Change Management

The process used when modifications to infrastructure or processes are needed. It involves consulting the Change Advisory Board (CAB) to determine what changes are necessary, who is responsible for implementing them, and whether a rollback plan is required in case the changes result in further complications. This ensures changes are made smoothly and with minimal disruption.

Release Management

Plan, schedule, manage and control software releases and configuration changes through the various stages and environments. Our ITSM solution lets you facilitate internal and external communications, keeping software updates and deployments organised, and therefore on-time and in-budget.

IT Asset Management

Our IT Asset Management solution leverages Dynamics 365 and our ITSM module to let you proactively plan and manage IT hardware and software assets. Get insight into both active and inactive assets to support effective financial analysis, crisis management, budgeting, security and operational planning. By having visibility and control of your assets throughout their entire life cycle—from procurement request to disposal— you'll optimise asset use, reduce costs and guarantee your enterprise gets the full value of its technology investments

This IT Service Management Solution is built on top of the Microsoft Dynamics 365 Platform.

Microsoft Dynamic 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.

It allows organisations to be:



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:**

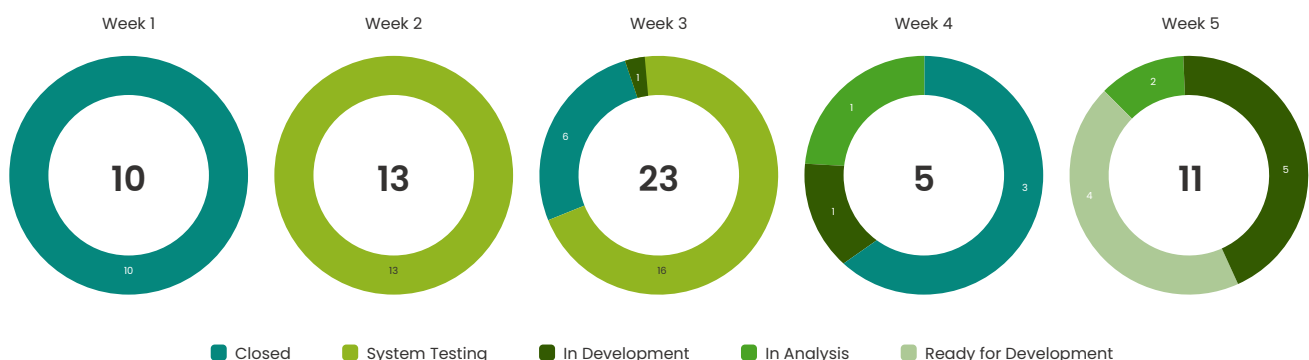
This methodology helps prevent project delays and reduces pressure later in the project timeline.

► **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.



Customer Success

Tshwane University of Technology rehails their IT Service Desk in just 12 weeks



Tshwane University
of Technology
We empower people

Proud to be... the People's University

The Tshwane University of Technology institutes IT Service Management

The Challenge

At the beginning of 2020, TUT laid down its new strategy for the next five years, and it included:

- ▶ Future-ready graduates who make a positive societal impact.
- ▶ Impactful research, innovation, engagement, and technology transfer to foster growth, development, and sustainability.
- ▶ Service and operational excellence through resource optimisation.
- ▶ A digitally advanced university.

TUT embarked on a mission to establish agile and efficient processes and structures, fostering robust governance, sustainable resource management, and optimal service delivery. Moreover, a key objective was the cultivation and empowerment of high-performing teams, nurturing staff engagement and fostering exemplary leadership.

In alignment with contemporary trends, TUT prioritised embracing digital transformation. This involved the strategic deployment of technology aimed at enriching the student learning journey, facilitating knowledge dissemination, fostering deeper engagement between faculty and learners, and fortifying internal capabilities.

Within 12 weeks from project kick-off, Enterprisecloud had implemented this ITSM solution into TUT's environment, and we were able to go live. The implementation included: Ticket management, Incident management, Change management, Problem management, Service Request Management, Portal for logging issues and requests, Integration with our Active Directory. These solutions join to form a robust IT Service Management desk, based on the ITIL framework.

“ By implementing this cloud based ITSM system, we no longer need to procure a dedicated server and there have been huge savings on the SLA. The Enterprisecloud team delivered the project in a short timeframe and within budget, while displaying a high level of professionalism by guiding and assisting us consistently throughout the implementation. We are very happy with their implementation. ”

Joel Mampa
the Deputy Director of Support Services at TUT

Get started with Vision & 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.](#)

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, Nonprofit 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

INDUSTRY SOLUTION
PARTNER OF THE YEAR
(NON-PROFIT)
WINNER

2022

**Book a
Discovery Call**