



# AUTOMATE

the repetitive tasks

# WHO WE ARE



## We **innovate and deliver** cutting-edge solutions.

We specialize in crafting and delivering innovative solutions tailored to help organizations reach their goals. Our emphasis on outstanding customer service, cutting-edge technologies, and surpassing expectations in results underscores our commitment to excellence. Everything we do is geared towards assisting our customers in thriving within today's dynamic business landscape.

**2017**  
ESTABLISHED

**50+**  
STRONG

**100%**  
SATISFIED CUSTOMERS

# OUR SERVICES



We set the bar high for quality and consistently aim to surpass it. Our commitment to excellence drives us to deliver top-notch solutions that make a meaningful impact for our clients and partners.

A man in a light blue shirt is pointing at a whiteboard. The whiteboard has a diagram with a central circle labeled 'Plan' and several surrounding boxes: 'CRM', 'Resources', 'Marketing', 'Brand', 'PE', 'Platform', 'Island', and 'Partnership'.

**Advisory  
Consulting**

A woman wearing glasses and a white t-shirt is holding a large sheet of paper with a diagram on it. She is standing in a modern office environment.

**Manage &  
Operate**

A man in a dark suit and glasses is holding a laptop. He is standing in a modern office environment.

**Implementation  
& Integration**

A woman in a light-colored blazer is pointing at a whiteboard. The whiteboard has a diagram with a central circle labeled 'Plan' and several surrounding boxes: 'CRM', 'Resources', 'Marketing', 'Brand', 'PE', 'Platform', 'Island', and 'Partnership'.

**Business Process  
Optimization**

INTRODUCING  
**EDGE**

A POWERFUL SOLUTION  
that simplifies everyday operations and helps  
you achieve more with less





# What's included in our platform?

The platform offers an effective way for businesses to optimize their operations and achieve their goals.

## Project Management

Manage projects from planning to closure, ensuring they meet specific business goals

## Field Service

Efficiently manage on-site service delivery, including technician scheduling, dispatching, and tracking.

## Customer Service

Manage customer interactions to provide and enhance the services and support

## Test Management

Streamline testing lifecycle from concept to completion with Edge's Test Management module

## IT Service Management

Provide IT services that meet business and customer needs efficiently.

## Asset Management

Manage asset life-cycles for organizational value

## HR Processes

Optimize workforce management and streamline HR processes

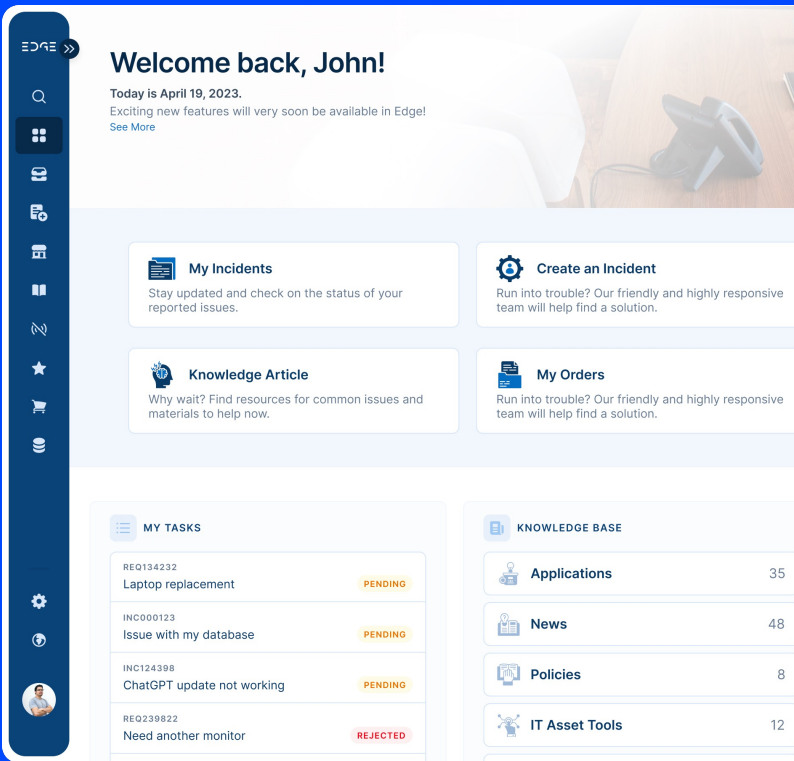
## Contract Management

Effortlessly handle your contracts, from creation to renewal, using our intuitive and secure platform.

## IT Operations

Efficiently handle daily IT service delivery and support activities

# OUR PLATFORM



Certified by



www.exmcloud.com

# What's included in our platform?

The platform offers an effective way for businesses to optimize their operations and achieve their goals.

## Project Management

Manage projects from planning to closure, ensuring they meet specific business goals

## Field Service

Efficiently manage on-site service delivery, including technician scheduling, dispatching, and tracking.

## Customer Service

Manage customer interactions to provide and enhance the services and support

## Test Management

Streamline testing lifecycle from concept to completion with Edge's Test Management module

## IT Service Management

Provide IT services that meet business and customer needs efficiently.

### Asset Management

Manage asset life-cycles for organizational value

### HR Processes

Optimize workforce management and streamline HR processes

### Contract Management

Effortlessly handle your contracts, from creation to renewal, using our intuitive and secure platform.

### IT Operations

Efficiently handle daily IT service delivery and support activities



## IT Service Management

Deliver services that meets the needs of the business in an efficient and effective manner.

- Incident Management
- Change Management
- Problem Management
- Service Request Management
- Service Level Management
- Knowledge Management
- Reporting & Analytics
- Configuration Management
- Integration Ready



# What's included in our platform?

The platform offers an effective way for businesses to optimize their operations and achieve their goals.

## Project Management

Manage projects from planning to closure, ensuring they meet specific business goals

## Field Service

Efficiently manage on-site service delivery, including technician scheduling, dispatching, and tracking.

## Customer Service

Manage customer interactions to provide and enhance the services and support

## Test Management

Streamline testing lifecycle from concept to completion with Edge's Test Management module

## IT Service Management

Provide IT services that meet business and customer needs efficiently.

## Asset Management

Manage asset life-cycles for organizational value

## HR Processes

Optimize workforce management and streamline HR processes

## Contract Management

Effortlessly handle your contracts, from creation to renewal, using our intuitive and secure platform.

## IT Operations

Efficiently handle daily IT service delivery and support activities



## Asset Management

Streamline your IT assets and supercharge your productivity with our cutting-edge asset management platform.

- Asset Tracking
- Inventory Management
- Lifecycle Management
- Compliance Management
- Maintenance Management
- Mobile Ready
- Performance Analytics
- Integration Ready

# What's included in our platform?

The platform offers an effective way for businesses to optimize their operations and achieve their goals.

## Project Management

Manage projects from planning to closure, ensuring they meet specific business goals

## Field Service

Efficiently manage on-site service delivery, including technician scheduling, dispatching, and tracking.

## Customer Service

Manage customer interactions to provide and enhance the services and support

## Test Management

Streamline testing lifecycle from concept to completion with Edge's Test Management module

## IT Service Management

Provide IT services that meet business and customer needs efficiently.

## Asset Management

Manage asset life-cycles for organizational value

## HR Processes

Optimize workforce management and streamline HR processes

## Contract Management

Effortlessly handle your contracts, from creation to renewal, using our intuitive and secure platform.

## IT Operations

Efficiently handle daily IT service delivery and support activities



## HR Management

Streamline employee interactions while providing every individual in our business with personalized HR support.

- Self Service Portal
- On/ Off Boarding
- Timesheets
- System of Engagement
- Performance Management
- Case Management
- Time Off Management
- Insights

# What's included in our platform?

The platform offers an effective way for businesses to optimize their operations and achieve their goals.

## Project Management

Manage projects from planning to closure, ensuring they meet specific business goals

## Field Service

Efficiently manage on-site service delivery, including technician scheduling, dispatching, and tracking.

## Customer Service

Manage customer interactions to provide and enhance the services and support

## Test Management

Streamline testing lifecycle from concept to completion with Edge's Test Management module

## IT Service Management

Provide IT services that meet business and customer needs efficiently.

## Asset Management

Manage asset life-cycles for organizational value

## HR Processes

Optimize workforce management and streamline HR processes

## Contract Management

Effortlessly handle your contracts, from creation to renewal, using our intuitive and secure platform.

## IT Operations

Efficiently handle daily IT service delivery and support activities



## Contract Management

Seamlessly manage your contracts - from creation to renewal – with our intuitive and secure contract management platform

- Centralized Repository
- Automated Alerts
- Negotiations and Approvals
- Tracking & Reporting
- Compliance Management
- E- Signatures
- Reporting & Analytics
- Integration Ready



# What's included in our platform?

The platform offers an effective way for businesses to optimize their operations and achieve their goals.

## Project Management

Manage projects from planning to closure, ensuring they meet specific business goals

## Field Service

Efficiently manage on-site service delivery, including technician scheduling, dispatching, and tracking.

## Customer Service

Manage customer interactions to provide and enhance the services and support

## Test Management

Streamline testing lifecycle from concept to completion with Edge's Test Management module

## IT Service Management

Provide IT services that meet business and customer needs efficiently.

## Asset Management

Manage asset life-cycles for organizational value

## HR Processes

Optimize workforce management and streamline HR processes

## Contract Management

Effortlessly handle your contracts, from creation to renewal, using our intuitive and secure platform.

## IT Operations

Efficiently handle daily IT service delivery and support activities



## IT Operations Management

Optimize your IT performance with ease – See beyond the chaos with our Operations Management platform.

- Event Management
- Service Visibility
- Automation
- Configuration Management
- Incident Management
- Service Mapping
- Performance Analytics
- Integration Ready



# What's included in our platform?

The platform offers an effective way for businesses to optimize their operations and achieve their goals.

## IT Service Management

Provide IT services that meet business and customer needs efficiently.

## Asset Management

Manage asset life-cycles for organizational value

## HR Processes

Optimize workforce management and streamline HR processes

## Contract Management

Effortlessly handle your contracts, from creation to renewal, using our intuitive and secure platform.

## IT Operations

Efficiently handle daily IT service delivery and support activities

## Project Management

Manage projects from planning to closure, ensuring they meet specific business goals

## Field Service

Efficiently manage on-site service delivery, including technician scheduling, dispatching, and tracking.

## Customer Service

Manage customer interactions to provide and enhance the services and support

## Test Management

Streamline testing lifecycle from concept to completion with Edge's Test Management module



## Project Management

Effortlessly manage your projects from start to finish with our intuitive project management platform.

- Project Planning
- Task Management
- Resource Management
- Budget Tracking
- Time Tracking
- Collaboration
- Reporting
- Agile Enabled

# What's included in our platform?

The platform offers an effective way for businesses to optimize their operations and achieve their goals.

## IT Service Management

Provide IT services that meet business and customer needs efficiently.

## Asset Management

Manage asset life-cycles for organizational value

## HR Processes

Optimize workforce management and streamline HR processes

## Contract Management

Effortlessly handle your contracts, from creation to renewal, using our intuitive and secure platform.

## IT Operations

Efficiently handle daily IT service delivery and support activities

## Project Management

Manage projects from planning to closure, ensuring they meet specific business goals

## Field Service

Efficiently manage on-site service delivery, including technician scheduling, dispatching, and tracking.

## Customer Service

Manage customer interactions to provide and enhance the services and support

## Test Management

Streamline testing lifecycle from concept to completion with Edge's Test Management module



## Field Service Management

Empower your field service team to deliver excellence with ease - all in one platform.

- Self Service Portal
- Work Order Management
- Mobile Ready
- Inventory Management
- Scheduling/ Dispatching
- Route Optimization
- Tracking & Reporting
- Integration Ready

# What's included in our platform?

The platform offers an effective way for businesses to optimize their operations and achieve their goals.

## IT Service Management

Provide IT services that meet business and customer needs efficiently.

## Asset Management

Manage asset life-cycles for organizational value

## HR Processes

Optimize workforce management and streamline HR processes

## Contract Management

Effortlessly handle your contracts, from creation to renewal, using our intuitive and secure platform.

## IT Operations

Efficiently handle daily IT service delivery and support activities

## Project Management

Manage projects from planning to closure, ensuring they meet specific business goals

## Field Service

Efficiently manage on-site service delivery, including technician scheduling, dispatching, and tracking.

## Customer Service

Manage customer interactions to provide and enhance the services and support

## Test Management

Streamline testing lifecycle from concept to completion with Edge's Test Management module



## Customer Service Management

Unleash the power of exceptional customer service with our innovative management platform.

- Self Service Portal
- Case Management
- Omni Channel
- Knowledge Management
- Scheduling/ Dispatching
- Workflow Automation
- Reporting & Analytics
- Integration Ready

# What's included in our platform?

The platform offers an effective way for businesses to optimize their operations and achieve their goals.

## IT Service Management

Provide IT services that meet business and customer needs efficiently.

## Asset Management

Manage asset life-cycles for organizational value

## HR Processes

Optimize workforce management and streamline HR processes

## Contract Management

Effortlessly handle your contracts, from creation to renewal, using our intuitive and secure platform.

## IT Operations

Efficiently handle daily IT service delivery and support activities

## Project Management

Manage projects from planning to closure, ensuring they meet specific business goals

## Field Service

Efficiently manage on-site service delivery, including technician scheduling, dispatching, and tracking.

## Customer Service

Manage customer interactions to provide and enhance the services and support

## Test Management

Streamline testing lifecycle from concept to completion with Edge's Test Management module



## Test Management

Efficiently manage your testing lifecycle from concept to completion with Edge's streamlined Test Management module – simplicity and control in one solution.

- Test Suites
- Test Plans
- Test Case
- Tests
- Defect Tracking
- Test Insight Board
- Agile Sync



# DEPLOYMENT AND INTEGRATIONS



## SaaS-based per regulations in your region

- Turnkey
- Quicker setup



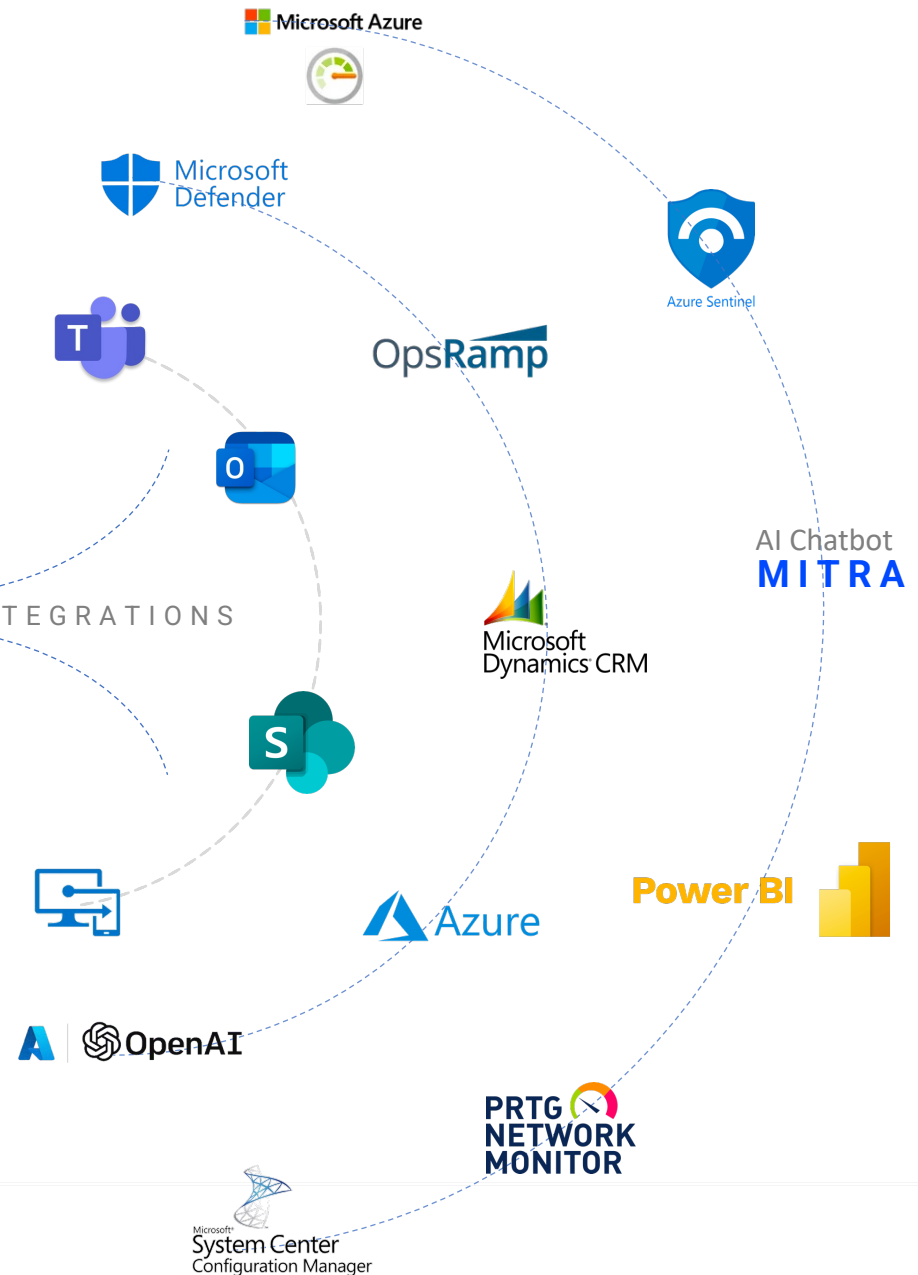
## Self-hosted on own cloud infrastructure

- Control of infrastructure
- More mature IT dependencies

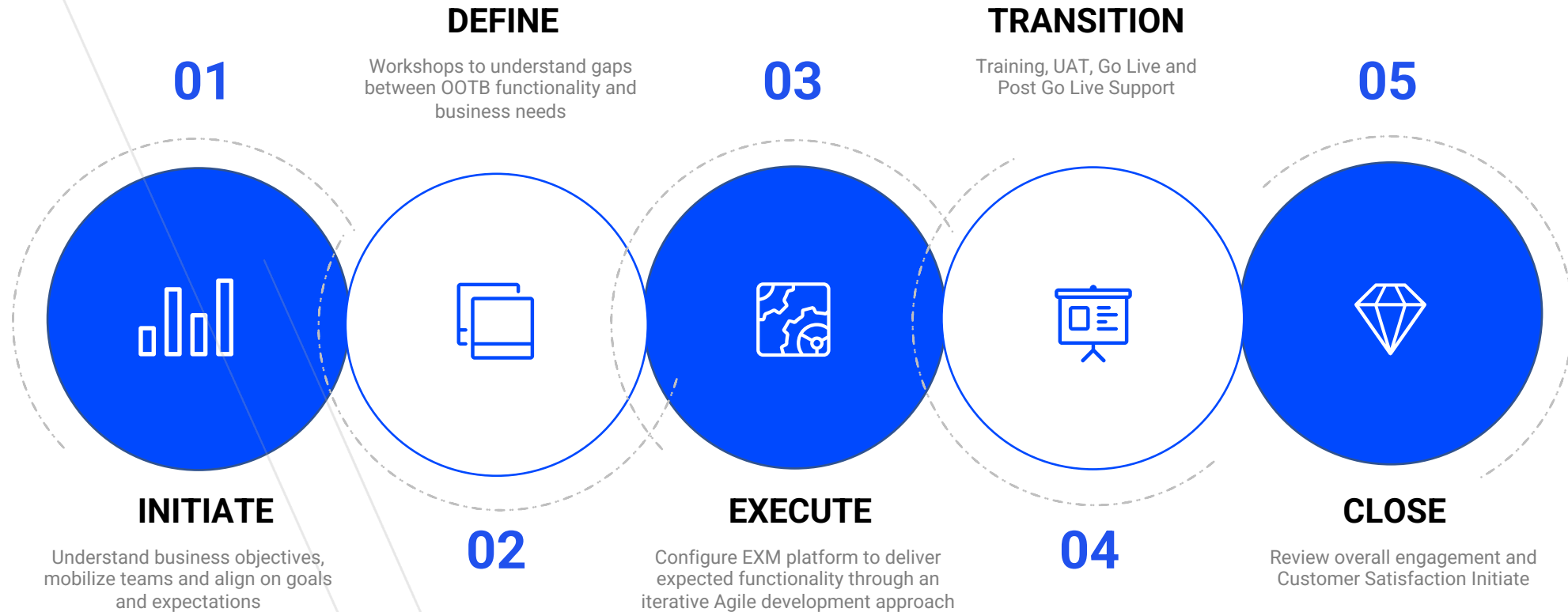
DEPLOYMENT

EDGE™

INTEGRATIONS

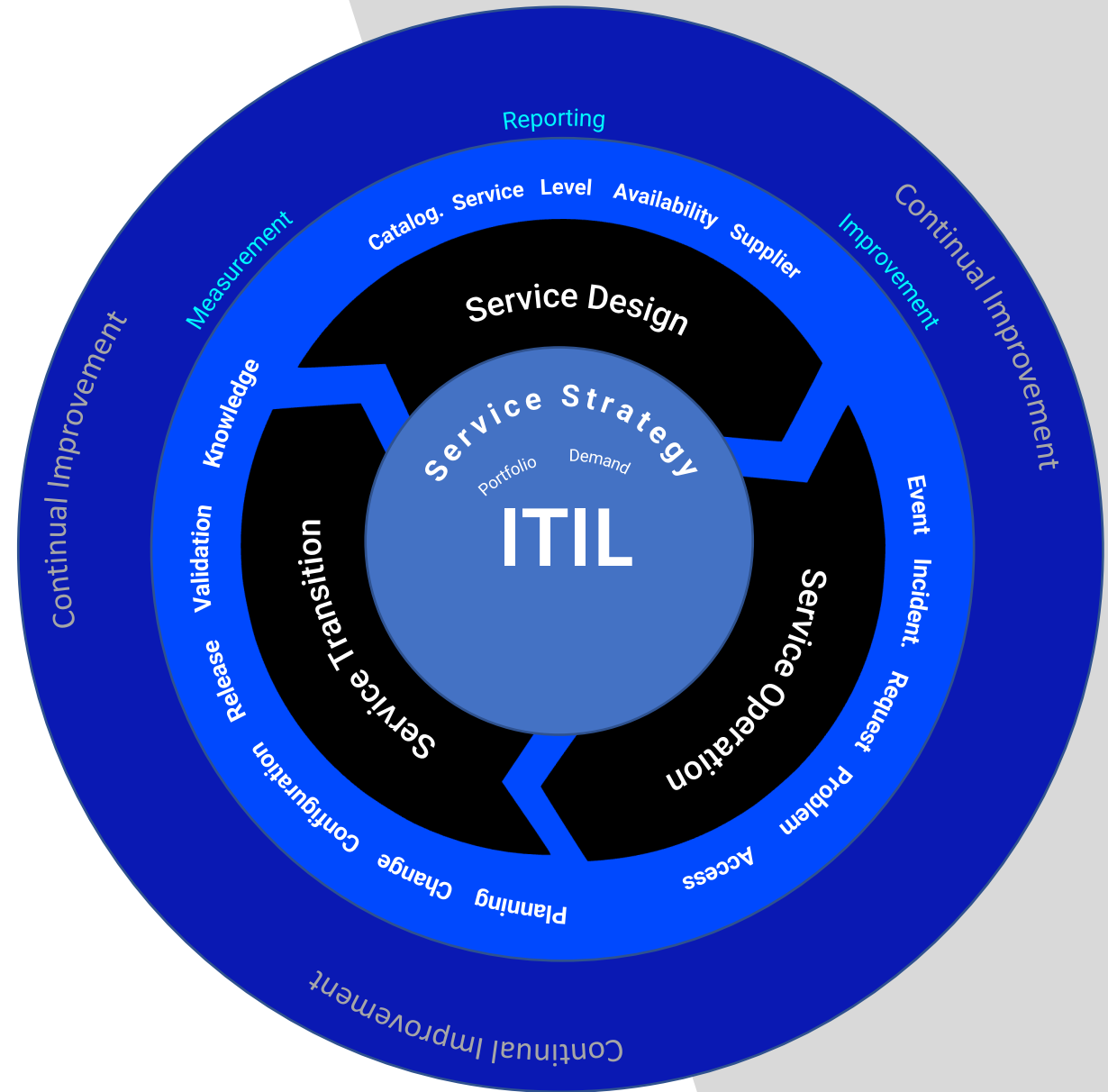


# DEPLOYMENT METHODOLOGY



# EDGE AND ITIL

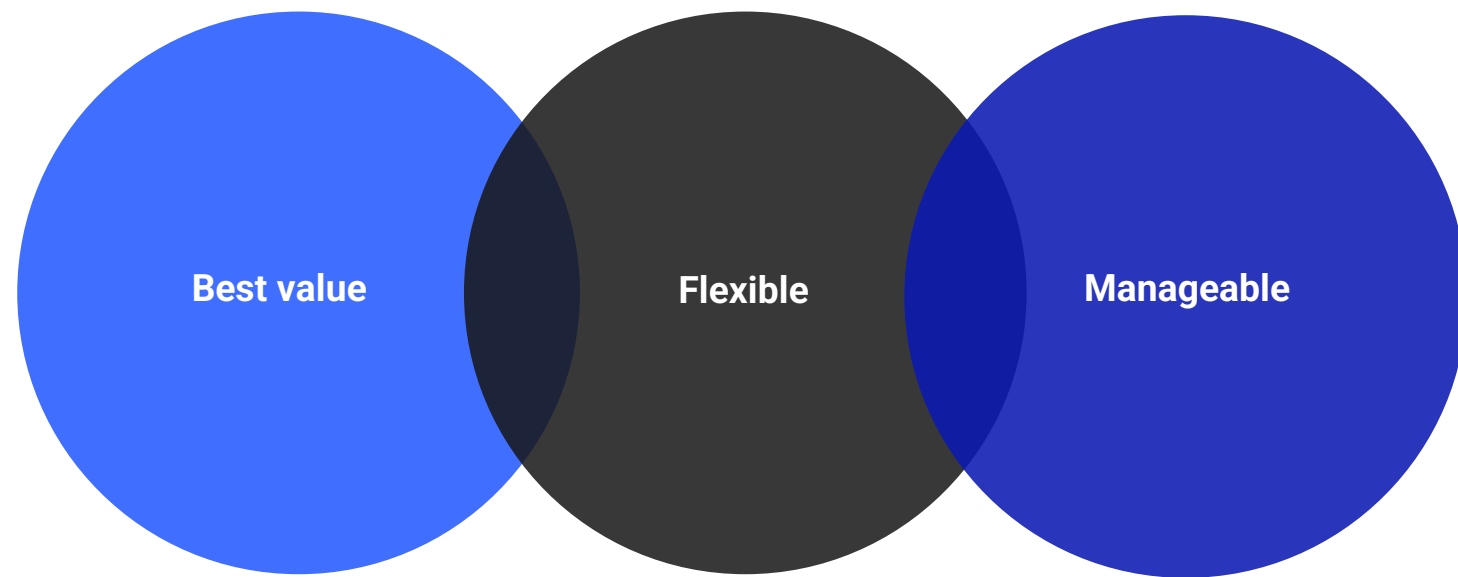
Supports all ITIL stages



# WHY US

**We go the extra mile**, striving for excellence by offering our clients superior and unsurpassed services.

Our commitment to creating value is evident through an efficient business model and collaborative partnerships with our clients.





# CASE STUDY



## CASE STUDY

# EDGE - A Modern and Cost-Effective ITSM Solution for Toot'n Totum Convenience Stores

Toot'n Totum, a leading convenience store chain in the US, strives to deliver exceptional services in a dynamic and fast-paced environment. With the US convenience store industry generating over \$647 billion in revenue in 2020 (Statista), Toot'n Totum sought an efficient and cost-effective IT service management solution to meet its growing needs.

### Business Challenges

- Outdated ITSM system lacking upgradability, reporting, and SLAs for service measurement.
- Costly and challenging system upgrades.
- Requirement for a modern, affordable ITSM solution.

## Solution



- Toot'n Totum found the perfect ITSM solution in EDGE, an advanced and cost-effective offering from EXM Cloud.
- EDGE is built on the Microsoft technology stack, making third-party integrations seamless and IT operations effective.
- EDGE boasts a user-friendly interface, minimizing the need for extensive training and promoting rapid adoption.
- The system provides customizable workflows, comprehensive reporting, and SLAs, enhancing service delivery efficiency and quality.
- Developed in Dynamics, the platform natively integrates with Toot'n Totum's active directory server, ensuring scalability for future growth

## CASE STUDY

### Results



**95%** 

User satisfaction

User adoption  
expand by

**1150%**



Streamlined  
incident lifecycle and  
eliminated manual service  
queue monitoring, gaining

**\$10k**

in recaptured labor



#### Scalability

As Toot'n Totum continues to grow, Edge scales effortlessly to meet the needs of their evolving industry.

#### ITIL Standards Compliance

We continually provided expert advisory services to align processes with ITIL standards

#### Predictable Costs

benefit from transparent and controlled costs, ensuring affordability and peace of mind

### Testimonial

"We replaced a 15-year-old generic ticketing system with an incident management platform, custom tailored to our business ready to scale! As we continue to grow our business, we will look to EXM for solutions. They have delivered on all deadlines and taught us a lot along the way."

Rance Wells, VP at Toot'n Totum, stated

## CASE STUDY

# EDGE - A Modern and Cost-Effective ITSM Solution for Bayer Pharmaceuticals

Bayer is a leading global healthcare company that is committed to improving the lives of people around the world. According to a recent report by Statista, the healthcare industry in the US generated over \$3.8 trillion in revenue in 2019 and is expected to continue to grow in the coming years.

In this race of moving forward, Bayer encountered severe issues with their Business processes and IT operations, resulting in inefficiencies.

### Business Challenges

- Bayer's women's healthcare arm lacked the modern features required for efficient service delivery in their existing ITSM help desk system.
- Business processes struggled with inefficiencies that hindered their service delivery.
- Ticket resolution times were slow, impacting customer satisfaction and productivity.
- The system lacked defined customer interactions and workflows, easy reporting, and SLAs for measuring service delivery with Physician's offices..

## Solution



- Cloud provided EDGE, a modern, cost-effective, and efficient ITSM help desk solution
- EDGE provided a complete set of tools to help their business processes and service delivery.
- EDGE offered a modern interface with defined customer interactions and workflows, easy reporting, and SLAs for measuring service delivery with Physician's offices
- EDGE was highly secure, making it a great solution for any business needs.

# OUR CUSTOMER SPOTLIGHT

**Discover the Voices of Trust:** Engage with heartfelt stories and genuine endorsements from our valued clients, as they share their exceptional experiences and the reasons, they choose us time and time again.

Bayer implemented Edge, a user-friendly IT service management platform, to streamline their processes and improve service delivery.



I recently had the pleasure of working with EXM Cloud for a project and was incredibly pleased with the experience. The flexibility of their platform allowed me to modify the project to fit my specific needs and I was able to get everything done quickly and easily."

**Laura A. Clark Kelly**

Senior Director, Bayer US Market Access Strategy for Women's Healthcare and Oncology Franchises

Toot'n Totum implemented Edge, a custom-tailored incident management platform, to replace its outdated ITSM system and improve its service delivery.



We replaced a 15-year-old generic ticketing system with an incident management platform custom tailored to our business ready to scale! As we continue to grow our business, we will look to EXM for solutions.

**Rance Wells**

Vice President, IT at Toot'n Totum

A journey with  
Satisfied  
Customers



[www.exmcloud.com](http://www.exmcloud.com)



1020 Southhill Dr, Suite  
150 Cary, NC 27513.

+1(929)445-8256

[info@exmcloud.com](mailto:info@exmcloud.com)

This document contains confidential and proprietary information. Use or disclosure prohibited without the written consent. © Copyright 2023 EXM Cloud.

[www.exmcloud.com](http://www.exmcloud.com)