LiveRoute Managed ITSM
Streamline your IT Operations

mds
SYSTEM INTEGRATION

LIVE ROUTE
YOUR CLOUD EXPERTS

Reporting and Analytics

Incident Management

Support for Microsoft Ecosystem

Problem Management

Service Catalog

Change Management

Release Management

Solution Brief

Streamline your IT operations and enhance service delivery with LiveRoute Managed ITSM, a comprehensive IT Service Management solution built on leading ITSM Solution. Leveraging ITIL best practices, LiveRoute Managed ITSM empowers your organization to automate workflows, improve incident management, optimize change processes, and gain valuable insights into IT performance

Business challenge

- **Difficulty Meeting SLAs:** Struggling to meet service level agreements can impact business operations and customer satisfaction.

- **Siloed Systems:** Disparate tools and systems make it difficult to get a holistic view of IT operations.

- **Manual Processes:** Reliance on manual processes leads to inefficiencies, errors, and delays.

- **Lack of Visibility:** Limited visibility into IT performance makes it difficult to identify bottlenecks and areas for improvement.

How LiveRoute can help

Collaborate with experts who specialize in ITSM and in your unique Support needs for Microsoft ecosystem, with a single, integrated platform for managing all aspects of your IT service lifecycle.

Outcomes

❑ Seamless Integration

❑ Faster Resolution

❑ Improved SLA

❑ Cost Efficiency

❑ Operational Agility

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Microsoft
Solutions Partner

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Why Us?

Certified Microsoft Solution Partner:

- We bring deep expertise and a proven track record as a Microsoft Solution Partner, ensuring that you receive the best-in-class Azure solutions.

Tailored Solutions:

- We understand that every business is unique. Our approach is to create customized solutions that align perfectly with your goals and challenges.

Comprehensive Support:

- From implementation to ongoing support, we offer a comprehensive suite of services to ensure your success every step of the way.

Proven Results:

- Our clients have consistently experienced improved productivity, enhanced security, and significant cost savings through our solutions.

Commitment to Excellence:

- Our team is committed to delivering excellence in every project. We focus on your success, ensuring that our solutions drive real business value.

Service Description

LiveRoute Managed ITSM provides a single, unified platform for managing all aspects of your IT service lifecycle. From incident and problem management to change and release management, our solution helps you:

- Improve Efficiency: Automate repetitive tasks, reduce manual effort, and accelerate service resolution times.
- Enhance Service Quality: Implement ITIL best practices to ensure consistent and reliable service delivery.
- Gain Visibility: Real-time dashboards and reporting provide valuable insights into IT performance, enabling data-driven decision-making.
- Reduce Costs: Optimize resource utilization and minimize downtime.
- Increase Customer Satisfaction: Deliver exceptional service experiences and improve user satisfaction.
- Furthermore, our expert Microsoft support ensures your ITSM platform and your Microsoft Ecosystem are supported by the best technical resources.

Get Started
Transform your IT service management with LiveRoute Managed ITSM and our expert Azure support. Contact us today for a free consultation and demo.

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