PERFORMANCE TECHNOLOGIES

ENTERPRISE SERVICE MANAGEMENT ON MICROSOFT AZURE

Drive your services strategy from the top *and* **improve** end-to-end delivery, support, feedback, and management significantly.

Industry-leading ESM software by Micro Focus

Provides an industry leading service management platform of particular interest to the Greek market, thanks to support for "native tongue" intelligence features.

Supported by Performance's extensive SM experience

Performance Technologies has extensive experience in service management and cloud solutions, with enterprises of all sizes in the local market.

Hosted on Microsoft Azure world-class infrastructure

A second-to-none solution that is second to none. You don't have to think about administrative overhead, operating systems, storage, high-availability, networking and security.

WHY ENTERPRISE SERVICE MANAGEMENT

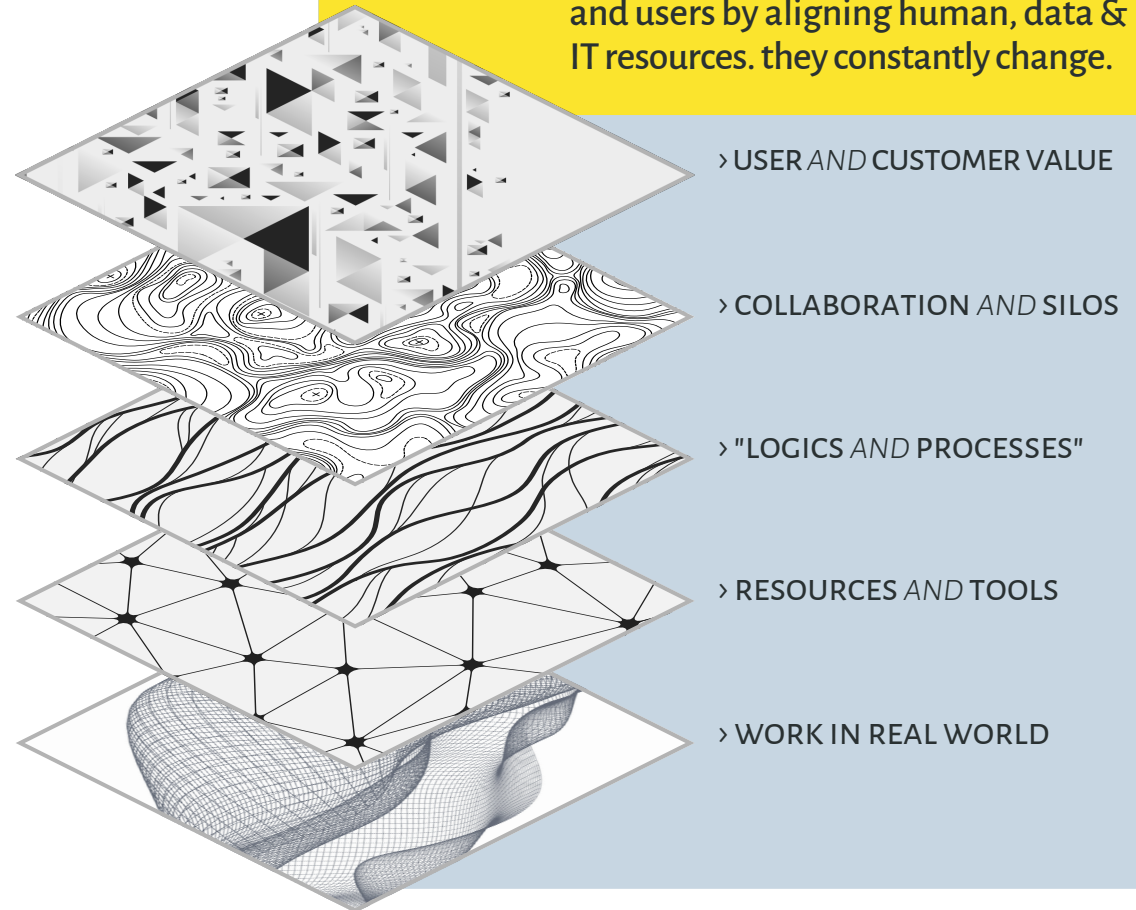## 1. Leadership needs to answer 30.000 *ft.* questions such as:

- What services do we provide
- Who do we provide them to ⎤ *Why?*
- How do we produce / deliver
- How are we performing ⎯⎯ *Vis–á–vis*
- How can we do better
  - › *users*
  - › *objectives*

2. *While* empowering middle managers, employees, *and* users to improve service experience.

As the saying goes, " technology is easy; people are hard", which implies that service transformation and management needs to take into account the humans that sheperd and support the relevant functions, as well as the end-users who receive the value with:

- Modern day-to-day operations management
- *State of art* tools for service support staff
- Self-service features for users

Services deliver value to customers and users by aligning human, data & IT resources. they constantly change.

› **USER** *AND* **CUSTOMER VALUE**

› **COLLABORATION** *AND* **SILOS**

› **"LOGICS** *AND* **PROCESSES"**

› **RESOURCES** *AND* **TOOLS**

› **WORK IN REAL WORLD**

ESM draws on industry–standard and proven practices, and tools of ITSM to provide other functions and departments in the Enterprise true end-to-end service management.

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Service Management for the Enterprise, with *out-of-the-box* native **Greek AI**, deployed on world-class Microsoft **Azure** cloud

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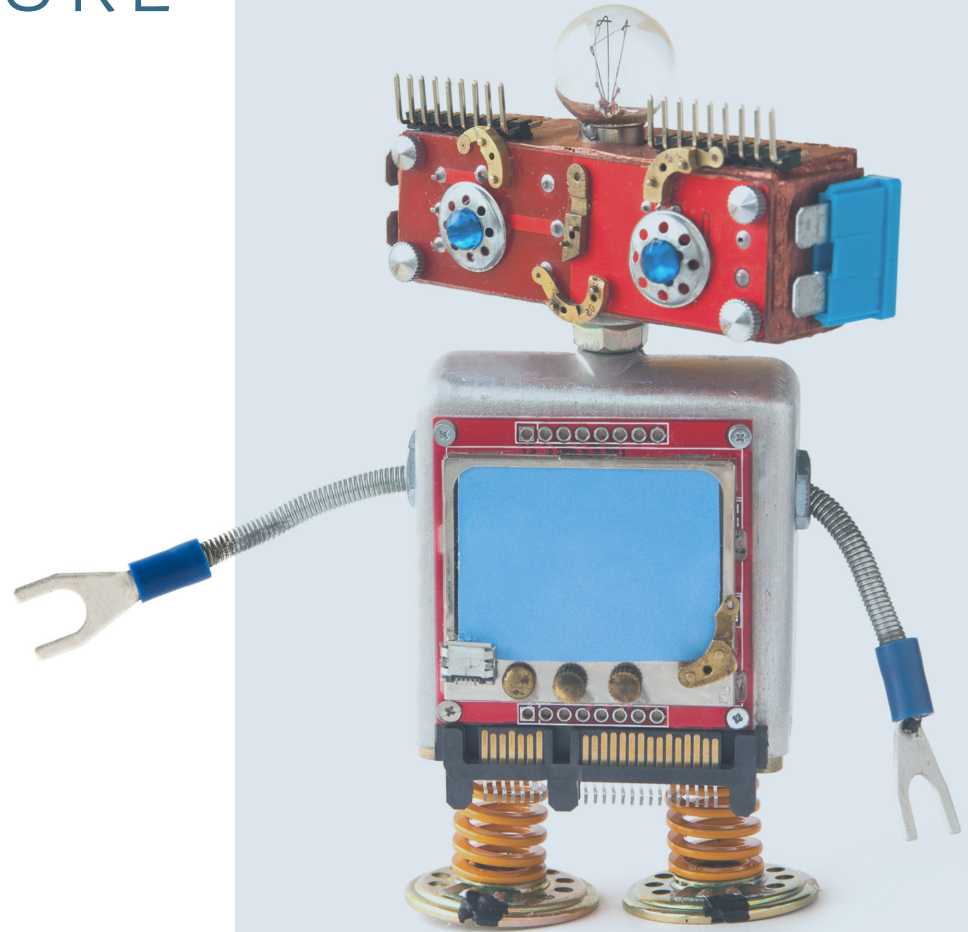
SOME BASIC BENEFITS:

For Strategy: Allows leadership to design, specify, and articulate a clear service portfolio strategy, while also offering visibility into actual performance and feedback.

For Execution: Offers exceptional service management capabilites to departmental and functional leaders in the enterprise, and an arsenal of support tools to employees who "own" or support a given service.

For Users: Allows users, customers and other stakeholders to do the following:

1. Quickly find the service they want

2. Resolve issues on their own

3. Request a service or support

4. Track the status of their request

For Peace-of-Mind:

You can focus on your core services and competences, without wasting time and resources on infrastructure and maintenance, thanks to the world-class feature-set, performance, and support that **Microsoft Azure** offers.

Call us at 210 99 47 100
or drop us an *email* at
info@performance.gr

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