



# Service Management as a Service

The integrated ready-to-use service management solution for medium-sized businesses based on ServiceNow

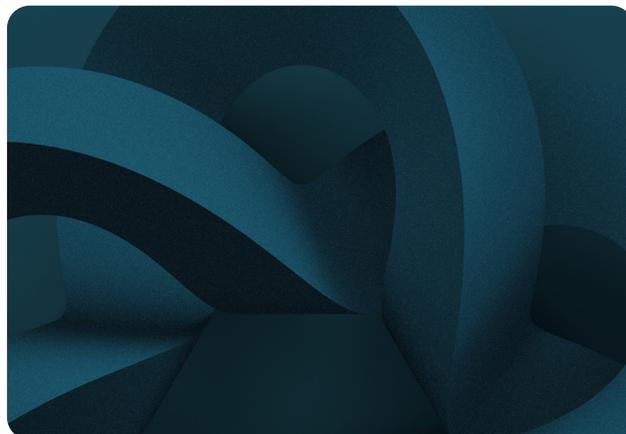
Medium-sized companies are the engine of the economy and make a major contribution to Germany's future-proof competitiveness.

They are characterized by excellent products and services. To achieve this, companies need services from a large number of suppliers and service providers.

**Orchestrate your entire supplier and service provider network!**

**Replace manual work methods with digitalized and automated service management processes!**

**Achieve a sustainable and high level of satisfaction among your employees and customers.**



## Service Management - Your Challenge

Optimized and integrated service management efficiently connects your customers with your specialist departments, IT departments and external service providers. It creates a high level of transparency and customer satisfaction through standardization and automation.

The service management systems that exist in practice are often unable to achieve this. Complex, uncoordinated service management processes and systems that are not fully integrated lead to a high level of organizational effort,

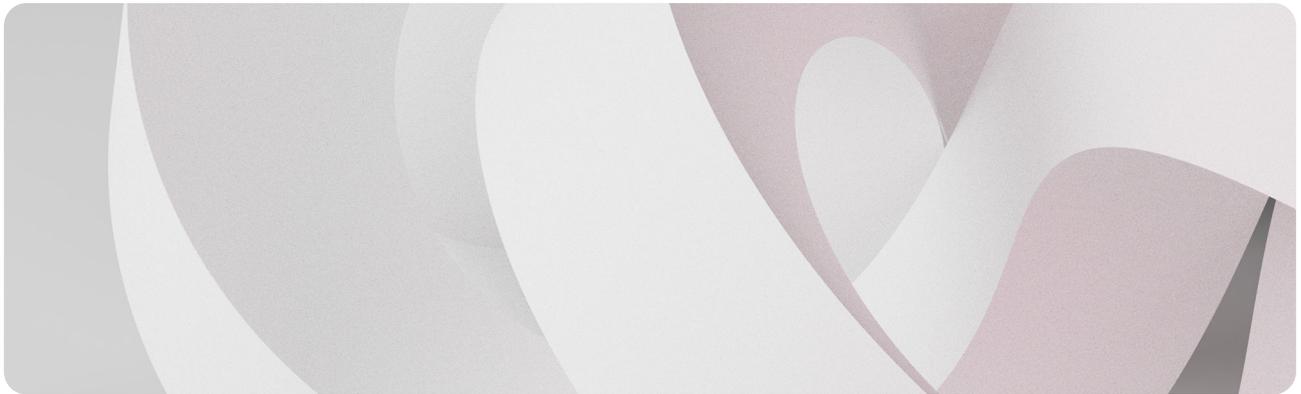
a lack of transparency, and many manual steps in service delivery. Your requirements for efficient service management:

- Short processing times and reduced workload for employees through digitization and automation
- High user acceptance and positive customer experience through intuitive user interfaces
- "End-to-end" transparency about the status of customer requests

- Use of proven standard processes
- Short implementation period with calculable costs- Low and plannable IT costs
- Low support effort

Integrated service management systems out-of-the-box only partially meet these requirements. In particular, the initial configuration of the system and the support costs during operation represent implementation hurdles for medium-sized companies.

# Our solution and approach



The “Service Management as a Service” (SMaaS) solution developed by Eviden built on ServiceNow is based on many years of experience and numerous successfully implemented customer projects. SMaaS impresses with its rapid start-up, tried-and-tested service management processes in accordance with ITIL and low-maintenance operation.

In an assessment phase, Eviden works with you to determine the key points for the successful introduction of SMaaS.

During the on-boarding phase, Eviden works with you to customize the business service catalogue and the service requests. The system is technically available to you within days. Depending on the complexity of your service structure and the number of people involved in service delivery, you will be fully productive with SMaaS after one to two months.

The availability of SMaaS creates more transparency for the areas involved in the process, for example suppliers and customers. This speeds up the processing of incidents, service requests, changes, problems and assets.

SMaaS operation takes place in a German data center in compliance with the DSGVO. Eviden provides the new ServiceNow releases promptly after conducting comprehensive and automated tests. The Eviden DevOps team continuously develops the features of SMaaS to a high quality.

In addition to SMaaS, Eviden also offers individual consulting and solutions for ServiceNow. The analyst firm Gartner named ServiceNow a “Leader” in the field of service management tools for the seventh year in a row in 2020.



## Assessment

- Workshops with stakeholders
- Determination of quantity structure
- Analysis of data and interfaces
- Determination of integration requirements
- Determination of customization requirements
- Analysis of business service catalogue and service requests
- Determination of training needs



## On-boarding

- Import of master data, CMDB and Business Service Catalogue
- Configuration of a basic Service Request Catalogue
- Training of configuration managers
- LDAP integration
- Customer branding
- Provision of a standard system interface
- Integration of the customer service desk



## SMaaS Operation

- SMaaS Service Desk (German/English)-ServiceNow release upgrades
- Continuous enhancement of SMaaS features- User and role administration.

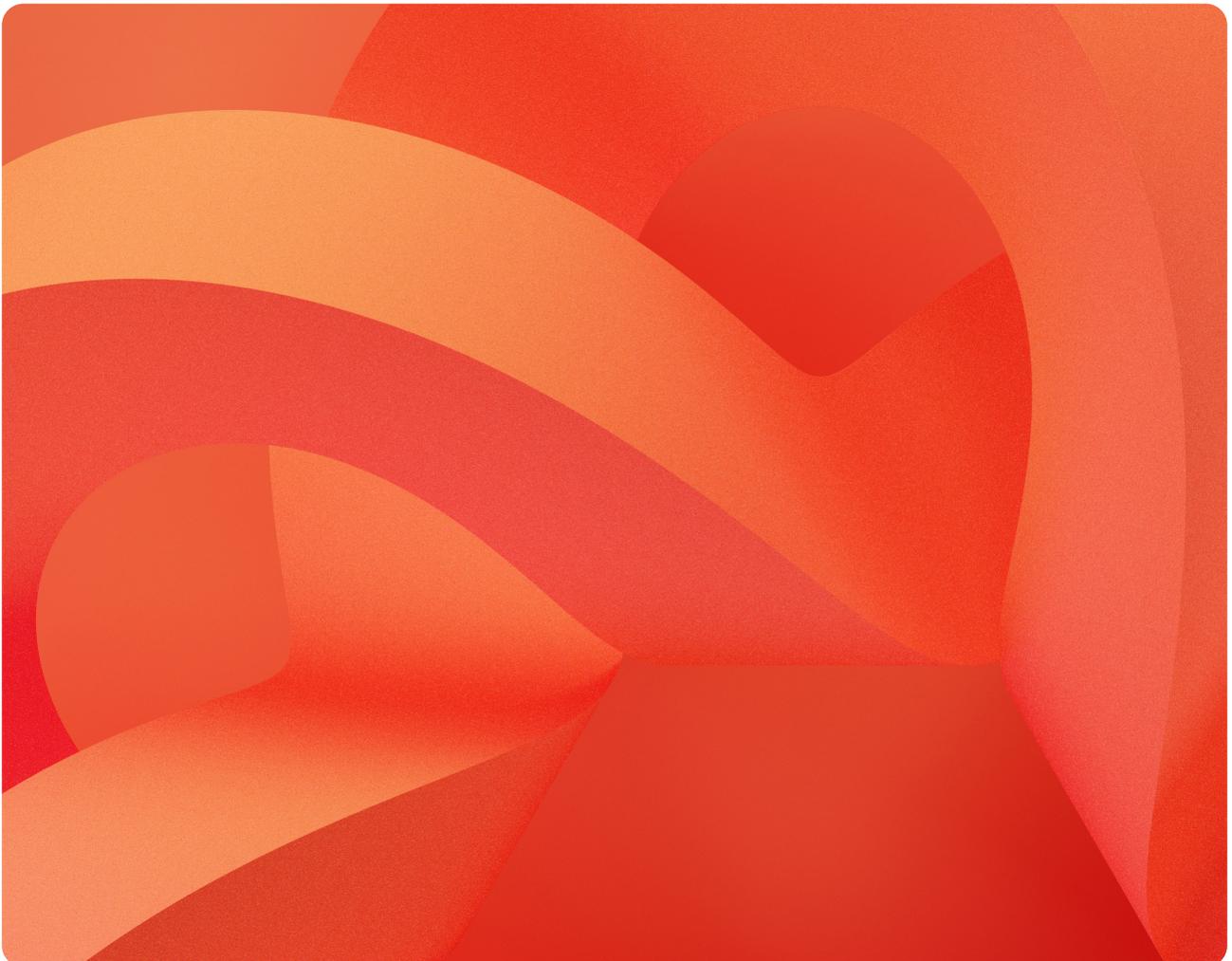
# Service Management as a Service by Eviden - Your benefits

Medium-sized companies are well positioned, and their proven specialization and niche strategies are very successful. To secure their competitiveness, small and medium-sized enterprises must digitalize for themselves.

With its expertise, Eviden is the innovative partner in line of sight to accompany your company on the path of digitization.

SMaaS offers many advantages:

- Plannable costs
- Reduction of costs due to considerable time savings during commissioning of the service management solution by means of prefabricated solution modules
- Field-proven service management processes (service requests, incident, change, problem and asset management) and workflows with defined role model
- More efficiency and transparency through seamless integration of customers and suppliers
- High transparency through predefined reports in real time
- More flexibility through easy customization of reports and individual filter functions
- Integration of existing user management (LDAP) and Single sign-on
- High degree of automation of service requests and processes
- Increased efficiency of the service desk through user self-service portal
- High-performance operation compliance with DSGVO from a data center in Germany



# With SMaaS you benefit from the advantages of ServiceNow. Talk to us about these advantages for your company!

## Our Use Cases



### Medium-sized German Media company

With the rapid introduction of SMaaS the existing heterogeneous service management toolset could be replaced in a short period of time. The solution creates more transparency through integrated IT service management processes



### Utility company

With the use of SMaaS, the Service Management processes (Incident, service request and change management) and service quality was increased.

At the same time, the replacement of IT costs were reduced by replacing the previous service management applications.



### Telecommunications provider

The integrated SMaaS service management system provided business customers with a central service portal and the underlying service management processes were standardized and automated. The improved standardization of the service request and incident processes of business customers has significantly increased.



### Consumer goods manufacturer

Through the use of SMaaS, the company was able to significantly increase the efficiency and customer service and also reduce service management costs by 45%.



### Medium-sized IT service provider

The outdated Remedy platform was replaced by a modern and flexible service management system. The processing times in the service desk were reduced by 80% through the use of ServiceNow.

## Why Eviden?

- Eviden understands the special challenges of medium-sized companies from many customer projects.
- Customers trust Eviden as an independent and neutral partner.
- Eviden has in-depth experience in the field of Service Integration and Management (SIAM). The successful implementation of a large number of projects - nationally and internationally - underpins Eviden' expertise.
- Eviden is an Elite Partner and a Design Studio Partner of ServiceNow.
- Eviden is consistently ranked #1 in ServiceNow CSAT, achieving 1st place throughout 2022.

### Connect with us



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