— HOW UNIFIED IT — MAKES A DIFFERENCE

Organizations that unify IT to optimize services are better able to control costs and improve service levels. Better service levels translate to happier customers and more productive employees – making for a better-run company.

PROBLEM



Sales Manager needs Microsoft Visio to finish her Sales & Product Planning. She doesn't have the application and can't afford to lose several days waiting for the purchase and installation of this software. There's also no budget available to purchase new software.









Sales Manager tries to launch Visio, but access is denied; she calls the support desk to report the software request



Support desk analyst sends a task to the IT/Procurement team



IT/Procurement orders new software license of Microsoft Visio after waiting to get approval of purchase



IT sends order confirmation email to Sales Manager with delivery timeline



IT technician performs manual lookup of device and user



IT technician initiates manual install of Microsoft Visio



IT technician sends email to support desk to close task



Support desk calls Sales Manager to verify issue is resolved



Sales Manager submits new software request for Microsoft Visio



System checks and identifies available, yet unused Visio licenses



Visio application is assigned to Sales Manager



System recognizes and entitles user and associated devices based on integration of discovery data (EPM, SCCM)



Microsoft Visio application is installed automatically on Sales Manager's devices in compliance with entitlement

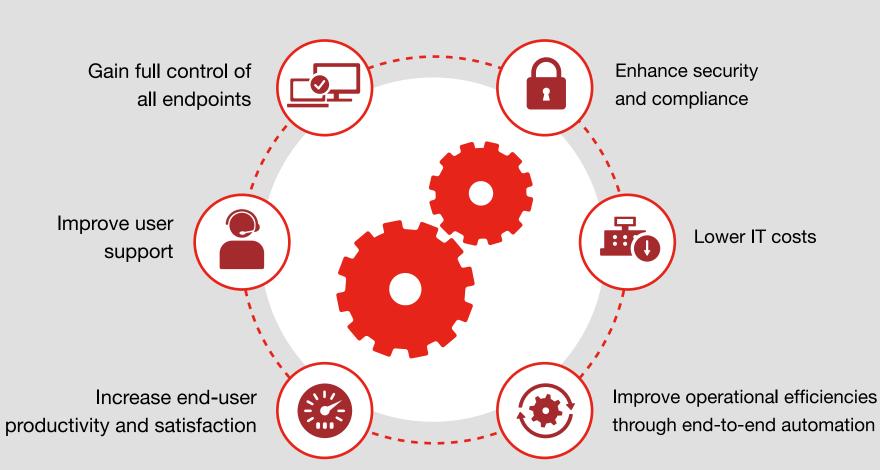


Service Desk confirms all automated tasks are completed; software request is closed



Unified it cuts down on required steps and reduces the time to fulfill software requests. Employees are back online and productive in no time; and through reclaiming unused licenses, you are optimizing cost, meeting license-compliance requirements, and ensuring your current assets don't become shelfware.

AUTOMATION MAKES A HUGE DIFFERENCE



- Empower employees with Self Services
- Unified IT for zero-touch software provisioning, software license compliance, and enhanced security

AUTOMATION BEST PRACTICES

Extend IT services through flexible workflows across the enterprise

