

Cisco ONE Enterprise Cloud Suite Service Management



Benefits

- Increase customer satisfaction by interacting with IT services through a simple, intuitive user interface.
- With self-service automation, reduce support costs by reducing the need for trouble tickets.
- Empower customers to order and manage services.
- Gain budget flexibility through annual subscriptions with 1-, 3-, and 5-year term options.

Service Catalog for Effective Service Management

Digital transformation is pressuring businesses to deliver a self-service experience to IT and non-IT users. Users want an experience that hides technology complexity and allows them to easily understand and order services. They want an automated service catalog that combines technical and functional tasks in an intuitive interface and offers a streamlined experience.

The Cisco ONE™ Enterprise Cloud Suite Service Management package translates your technology into logical, easy-to-order services. With this package, customers consume and manage their IT and business services. With role-based access to services, only authorized users can order specific services. Your business stays safe, compliant, and under control.

The built-in service orchestrator extends this package to high-end IT tasks. For example, it enables users to:

- Route specific service requests to specific teams
- Attach third-party processes, such as trouble-ticket systems, to automated workflows
- Complete automation tasks on open-source platforms

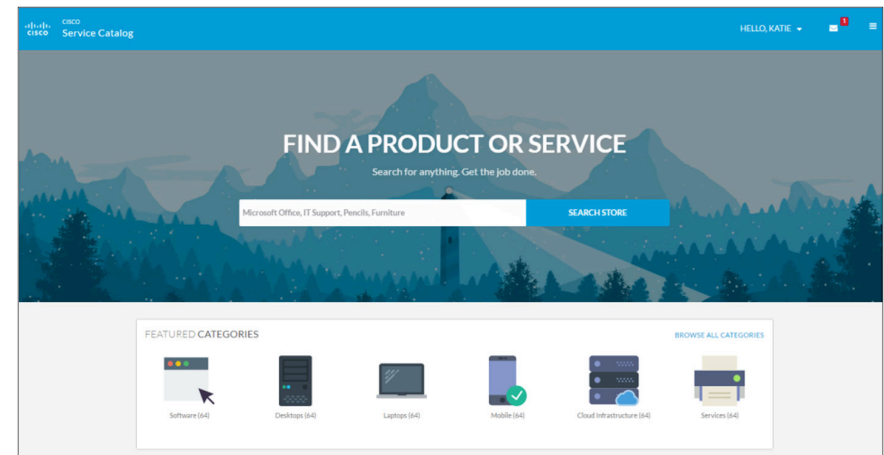
“A big advantage of Cisco’s Service Management is that we can use conditional rules. For example, route a service request for iPhones to one team and a request for Android phones to another.”

– Kent Gilpin
Manager of Process Automation, Atos

The Cisco Advantage

Business issues are complex, and every business is different. Few vendors are qualified to accelerate the transformation from traditional IT silos to the new world of hybrid cloud automation. The Cisco ONE Service Management package provides a service catalog that delivers a central communication point for customers to access IT and non-IT services. In the near future, this solution will be optimized for mobile, tablet, and desktop devices.

Figure 1. Users Order From Intuitive User Interface



Now Is the Time to Begin

The market waits for no one. Initiating and establishing a service catalog is a good step toward transforming your IT service delivery. To learn more, visit www.cisco.com/go/cloudsuite.

