







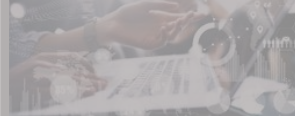
**We
innovate.**



Enable data-driven IT Service Management culture

Nicola Degara - Consulting Team and Delivery Manager

OUR ITSM PORTFOLIO

IT System & Service MGMT  NetEye	Cyber Security  SEC4U	ERP  Dynamics 365	Business Intelligence  Dynamics 365	CRM  Dynamics 365 Sales+	Sales Force Automation  Speedy	Reporting  CIS
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Consulting



System Integration



Project Management



Software Development



Training

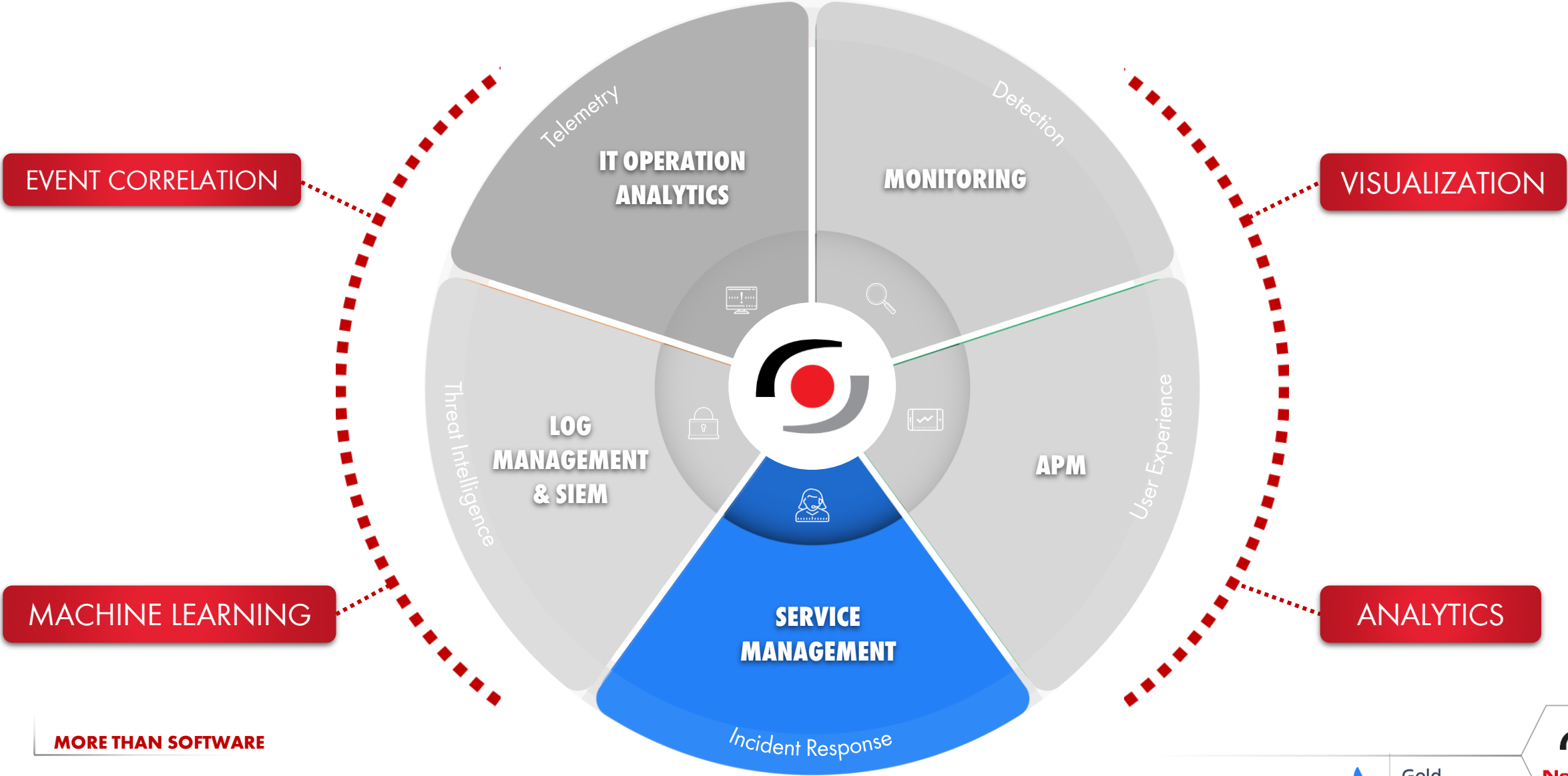


Customer Support

MORE THAN SOFTWARE

Business Agility requires data-driven culture

THE STRENGTH OF THE ECOSYSTEM





Communication processes driven by data interaction

**BUSINESS AGILITY ACCELERATES
TRANSFORMATION OF SERVICE PROVIDERS**



...focus on content rather than form

MORE THAN SOFTWARE





Enable customer interactions through data

- The power of recognition : as a Customer with its expectation and rights!
- Raise new requests only on pre-authorized and recognized perimeters
- Retrieve service level management data
- Involve and share situations with own organization
- Proactive information



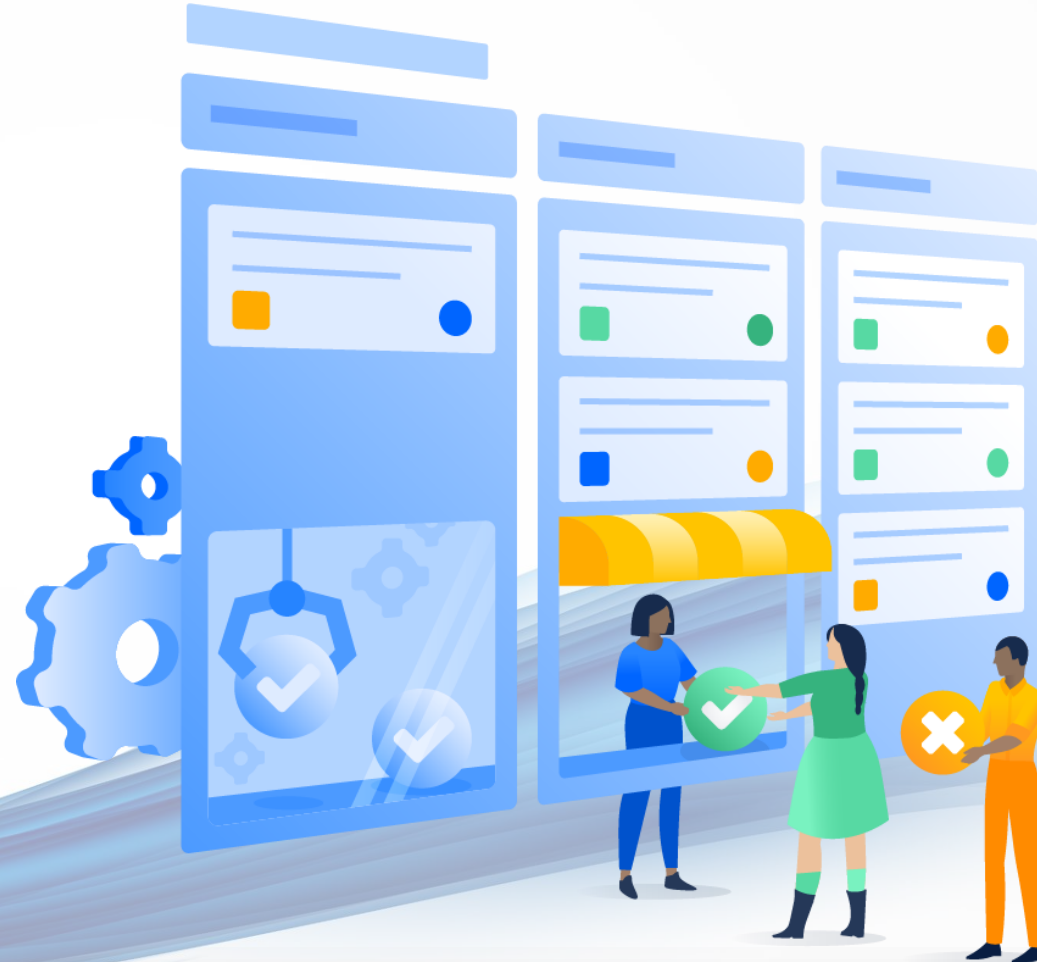
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Boost up service management processes

Enable operators to quickly gather customer's information

- Customers' recognition
- Customers' data
- Contract validity
- Delivery state
- Account receivable collection state
- Authorization process
- Customization list



MORE THAN SOFTWARE

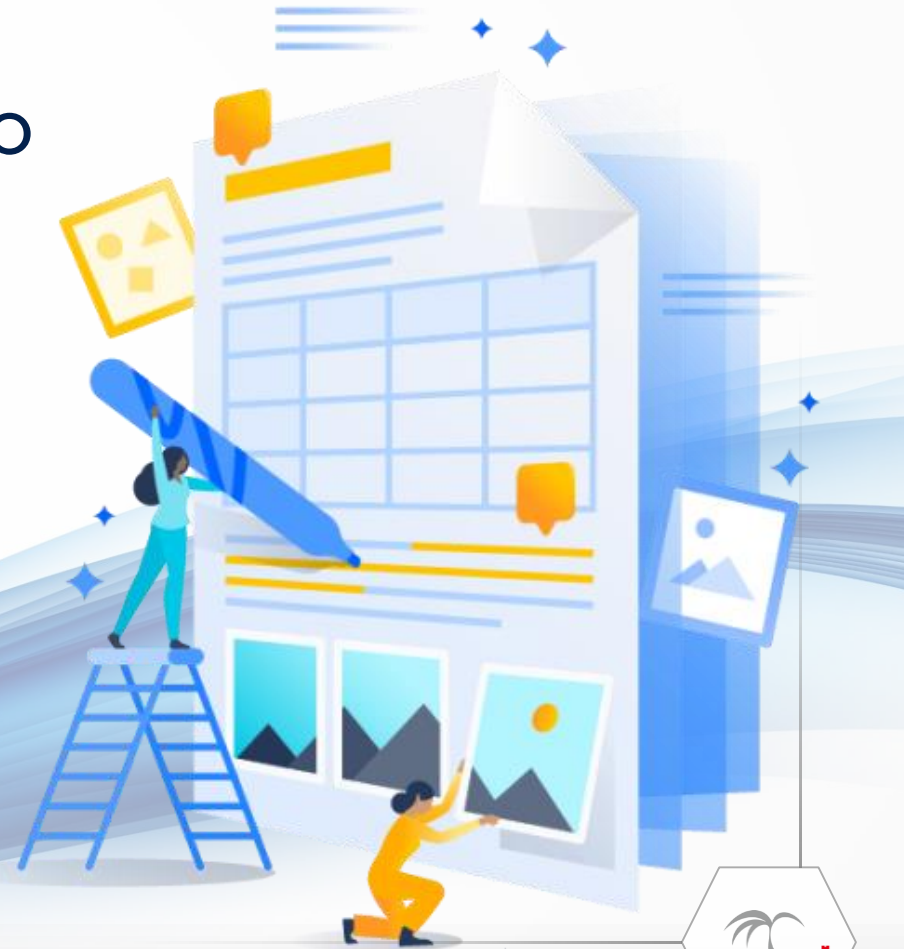


The success of data-driven approaches to business **has increased the need for automation** along with data-driven insights and models.

MORE THAN SOFTWARE



But as organizations become more and more data-driven, they typically begin to implement **many disparate technologies** sourced from different providers.

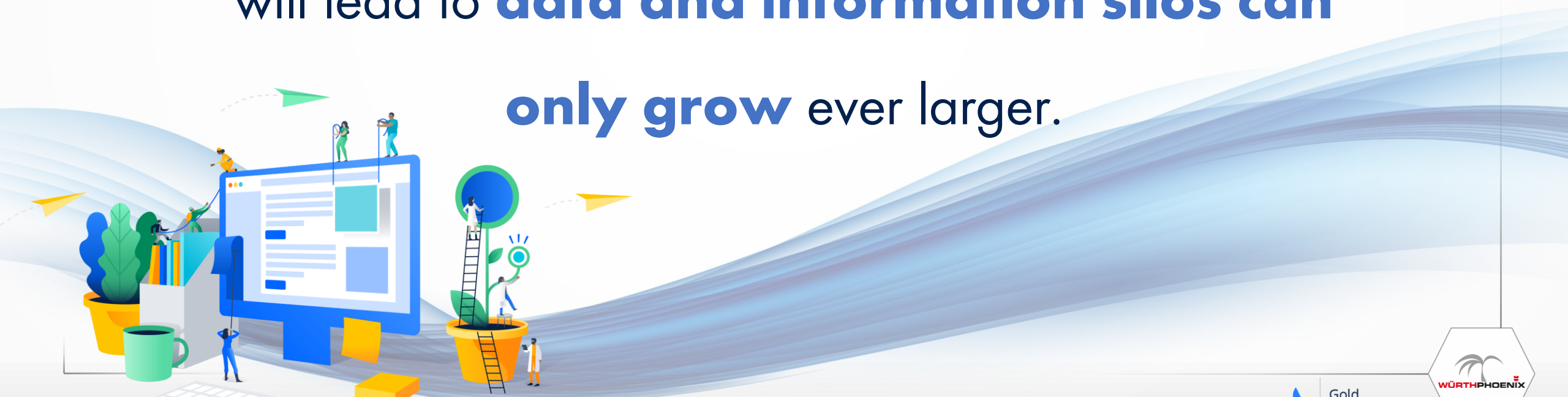


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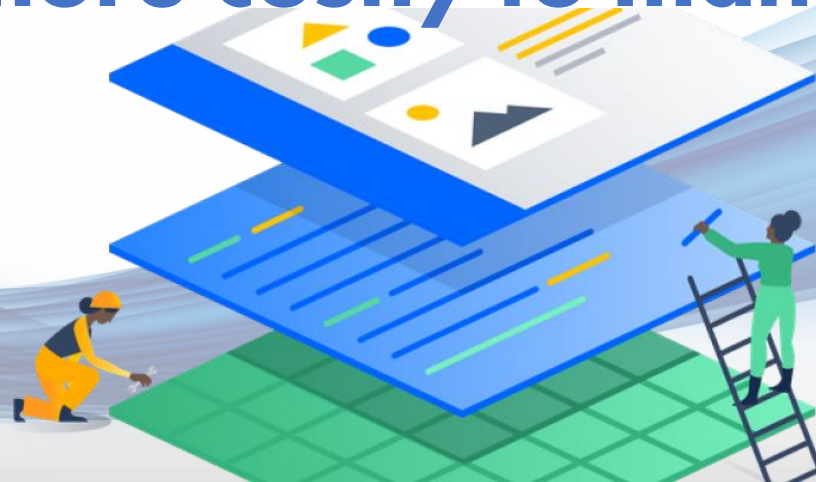
Without integrations that are well planned and implemented, the likelihood that these technologies will lead to **data and information silos can only grow** ever larger.





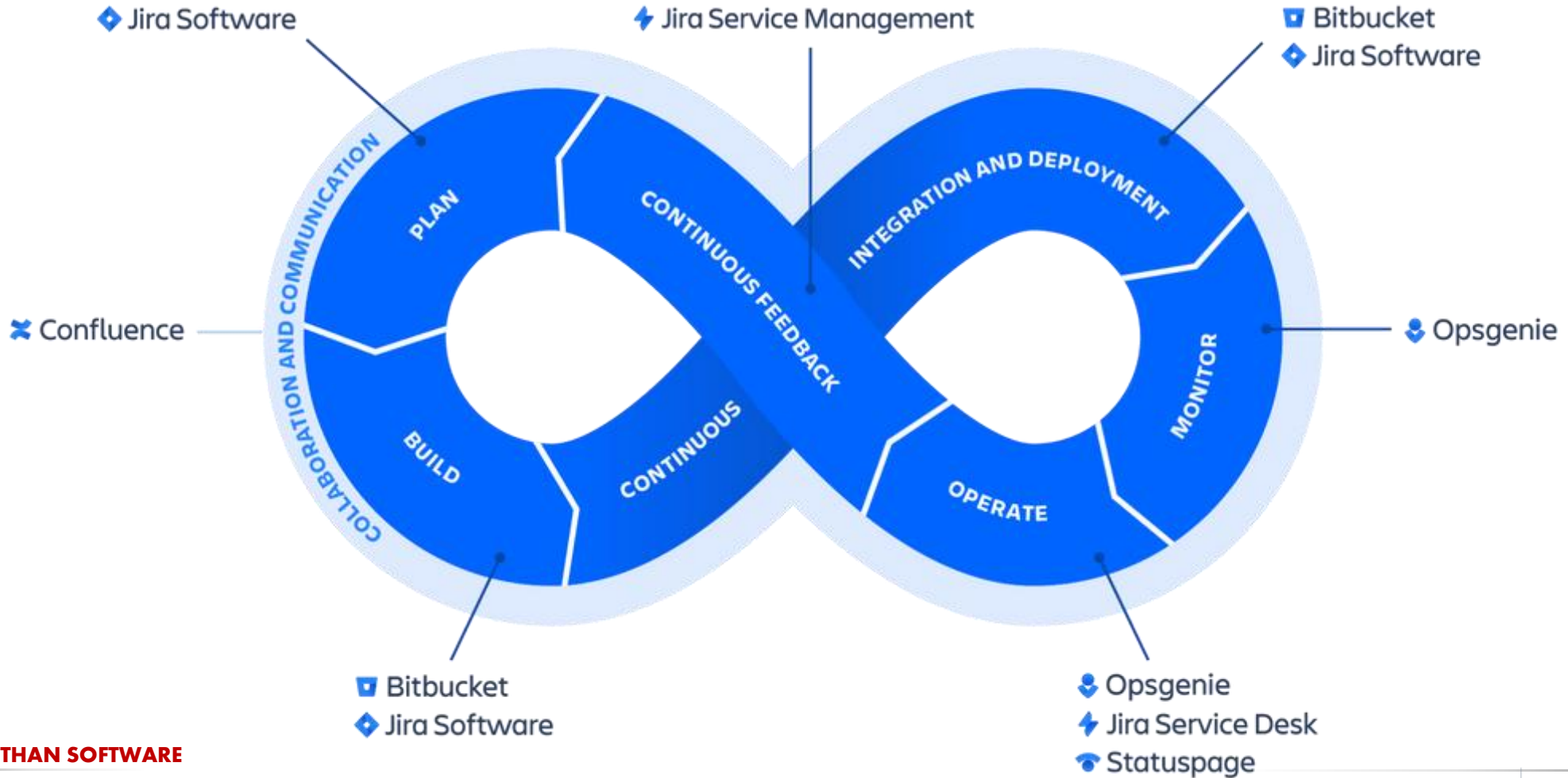
For medium-size organizations, this tendency can make it **difficult to scale up**. For larger enterprises, the tendency becomes **more chaotic**, and thus ever **more costly to manage**.

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Boost data-driven culture with Atlassian Cloud



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Integrability out-of-the-box



**Utility features/
Marketplace (5000+)**

Easy
Quick
Standard



**{rest:api}/
webhook**

Performant
Scalable
Custom



Exalate

Real time sync
Ready to use
Decentralized

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Expanding the availability of data so that the **information we need to work effectively is always at hand.**



Restricting data entry done by hand while improving data quality to enable **higher levels of automation.**

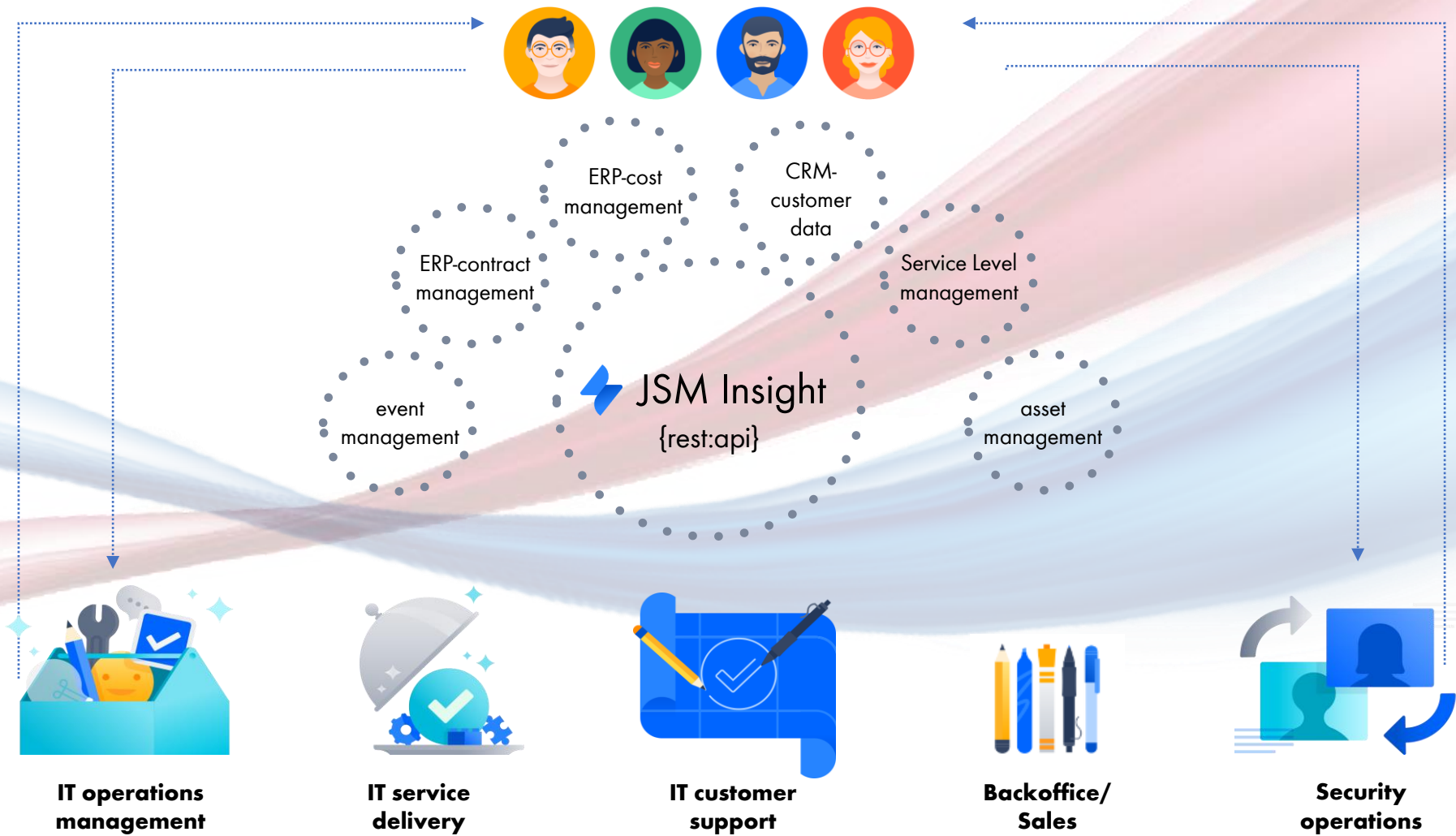


Improving the experience when on-boarding new employees.

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Use Case: Managed Service Provider ITSM



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FINANCIAL DATA

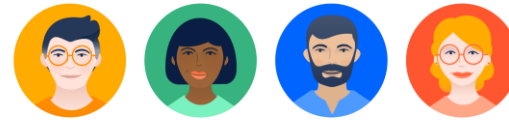


Gold Solution Partner

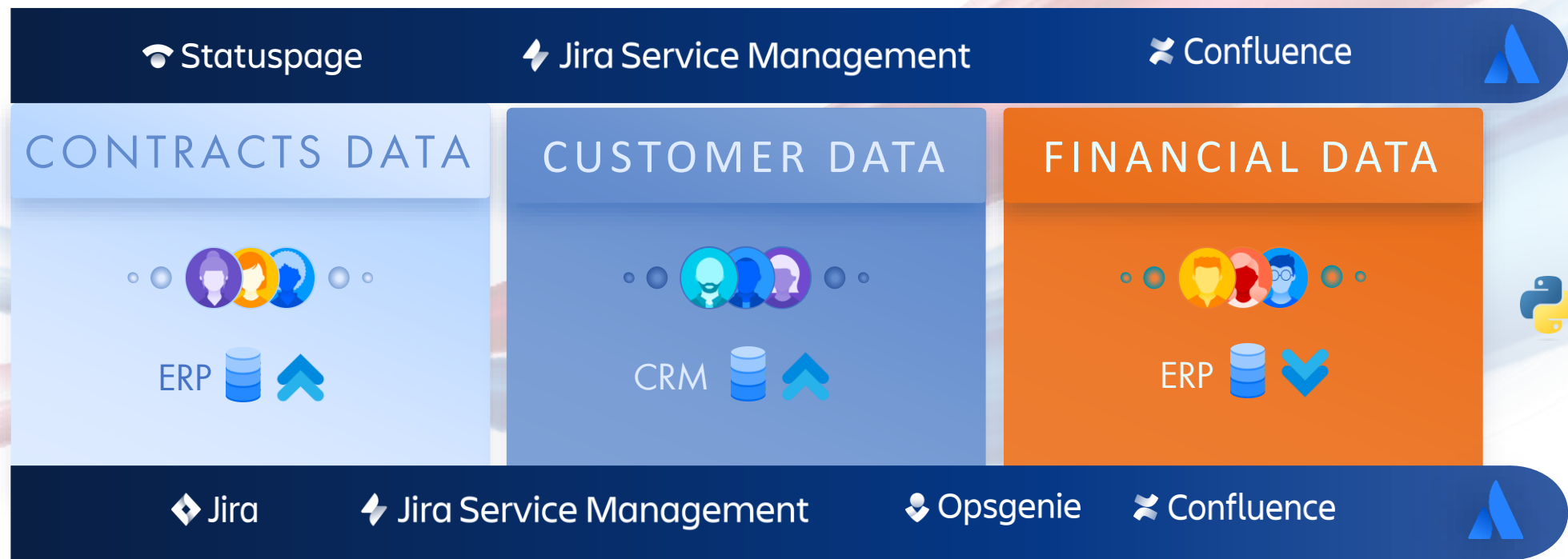




Use Case: Managed Service Provider Support Requirements



**N
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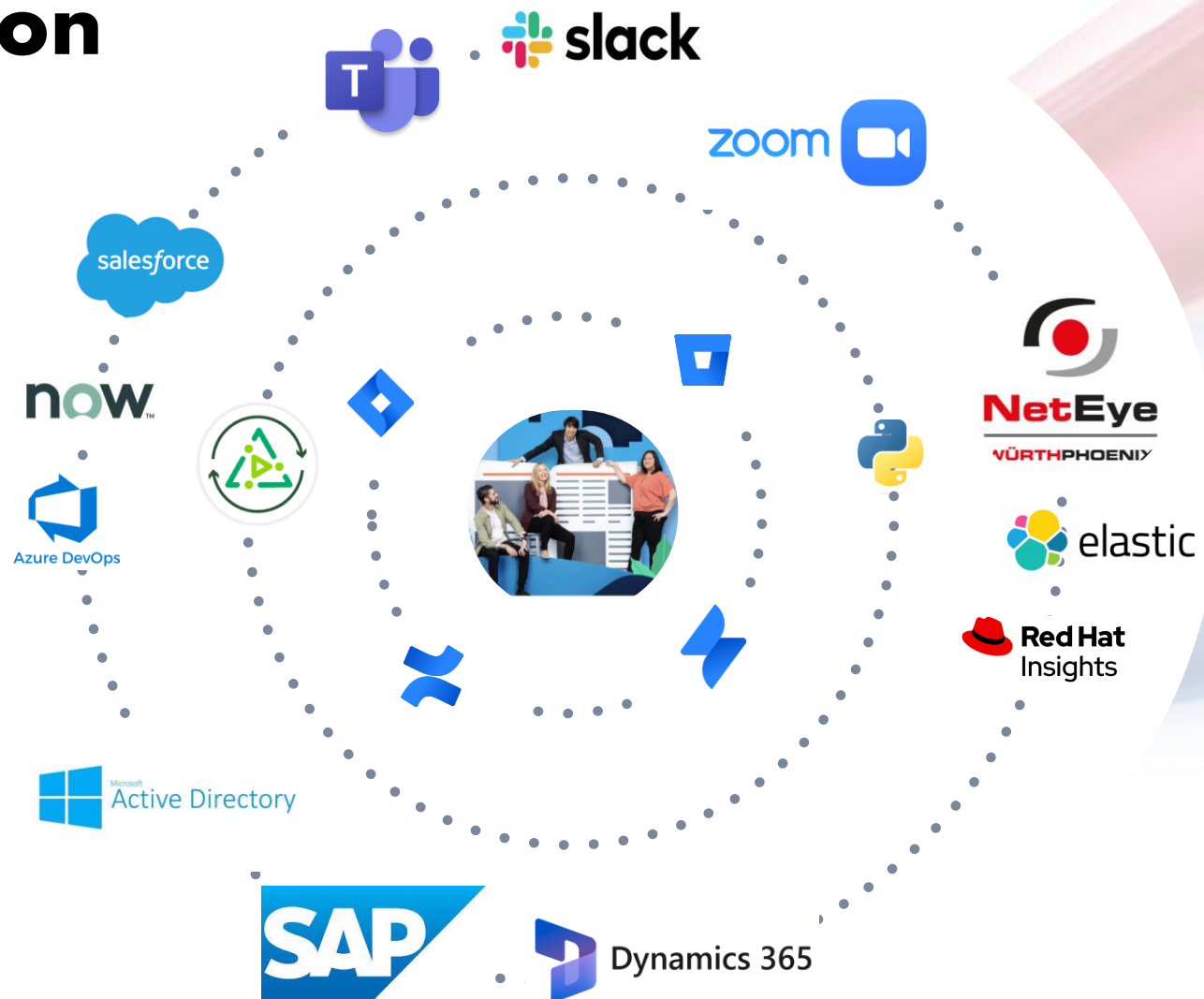


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Use Case: Managed Service Provider Support Expectation




MORE THAN SOFTWARE






Use Case: Managed Service Provider Support Implementation



 Automation

 Queries

 Discovery

 **Integration** 

 Importers

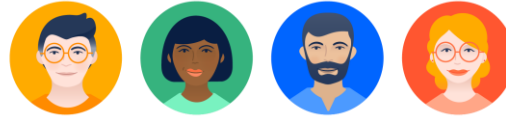
 Tracking

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Use Case: Managed Service Provider Support

Business value



SINGLE
POINT OF
CONTACT



SINGLE
SOURCE
OF TRUTH



IT operations
management



IT service
delivery



IT customer
support



Backoffice/
Sales



Security
operations

FINANCIAL DATA

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The modern paradox of the trolley problem

The ethical paradox of **trolley problem** applied to a modern world puts more emphasis on data-driven algorithms!

autonomous cars are data-driven elements by default....

What kind of autonomous decision can they take in case of accident?



Shall it save the people onboard or the pedestrians on the road?

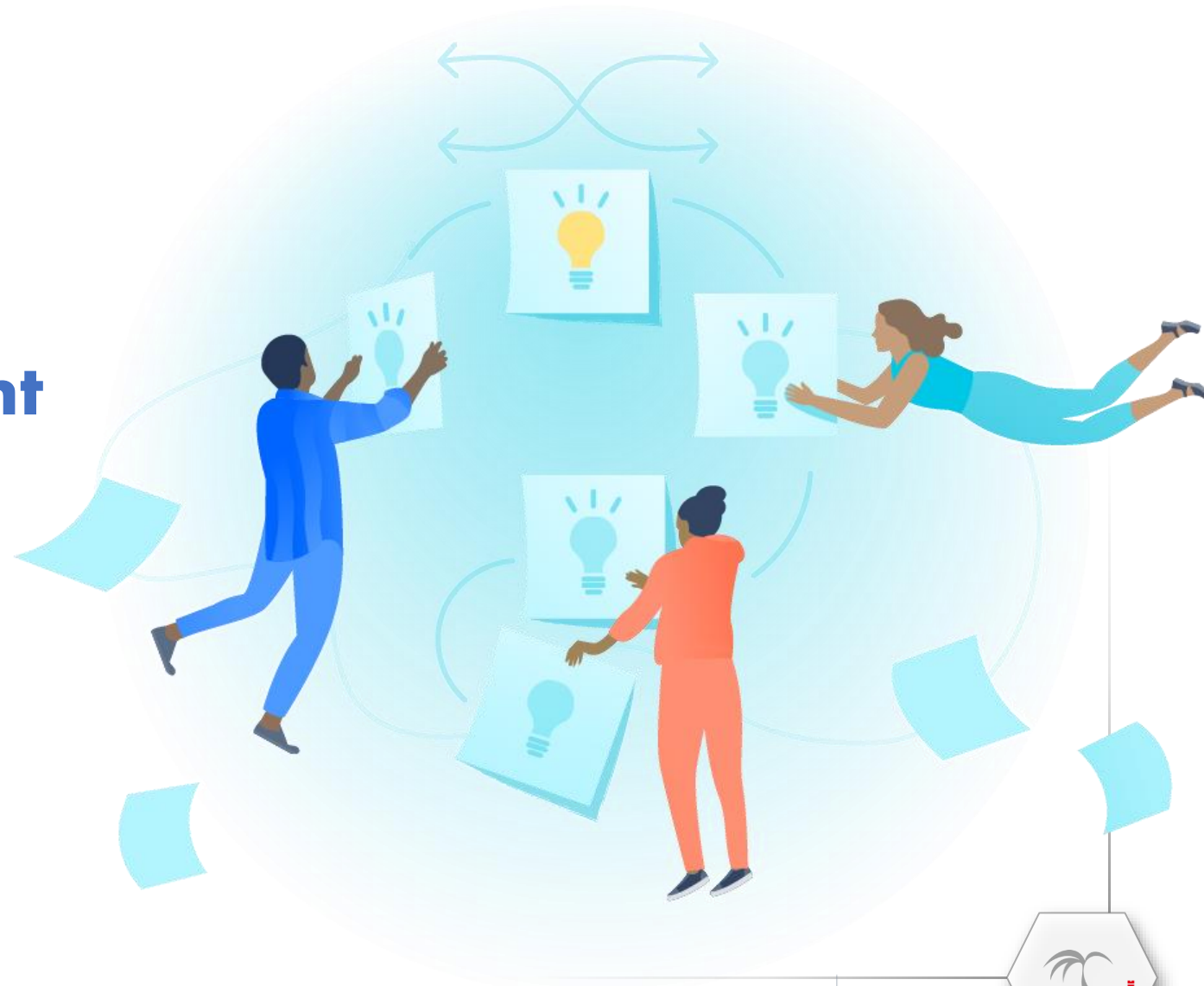


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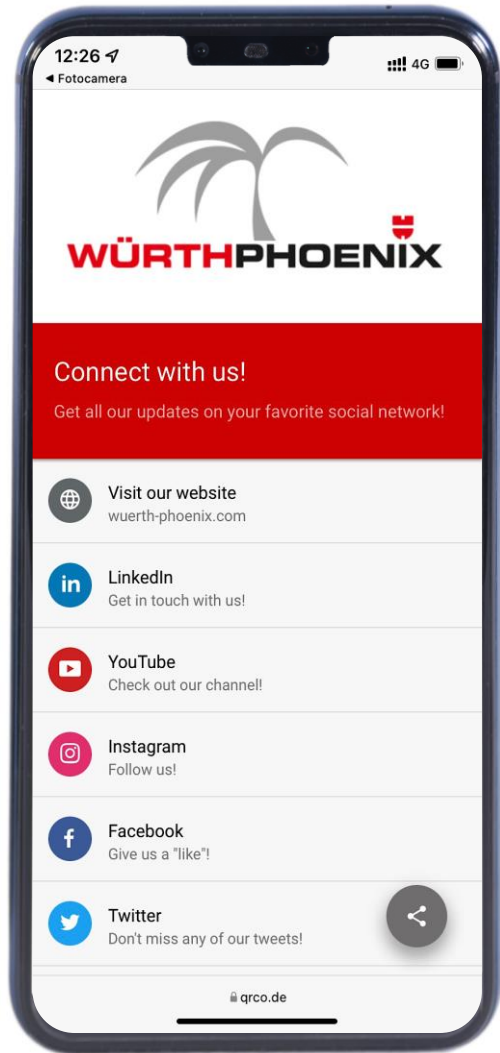
fortunately...

in **IT Service Management**
we still have thinking
people in charge!



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CONTACT US

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Thank you
Grazie Danke

#WEINNOVATE