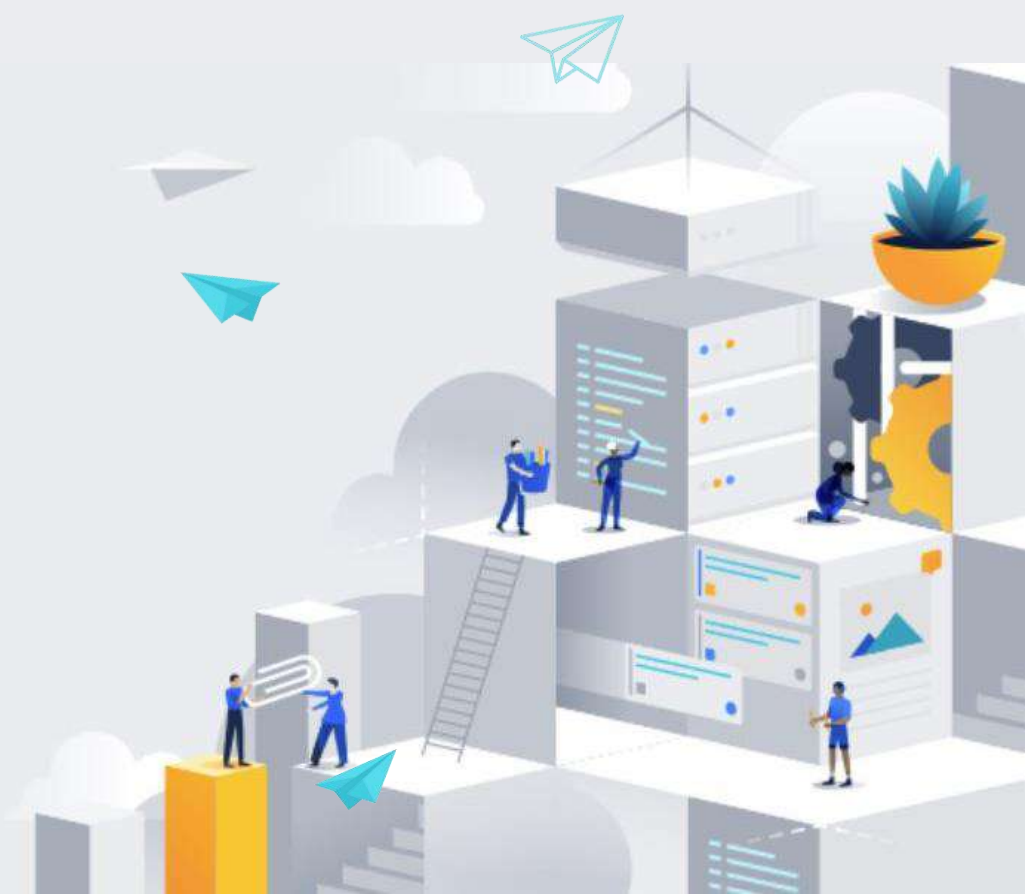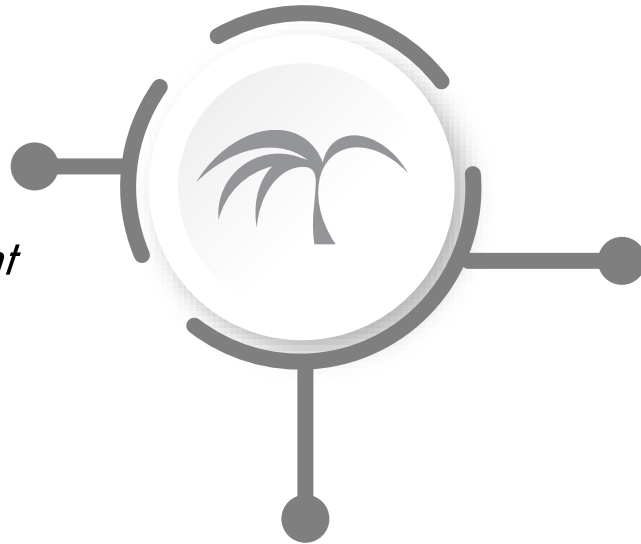# Jira Service Management come Single Source of Truth

Andrea Mogni & Nicola Degara | Würth Phoenix

We are...

NetEye
IT Monitoring & Service Management

sec4u
Cyber Security

D365+
ERP & CRM

- **1.000** customers

- **400** proj. IT System & ITSM

- **200** proj. ERP, CRM e SFA

- **200** employees

- **3 offices**: Bolzano, Roma, Milano

We are...

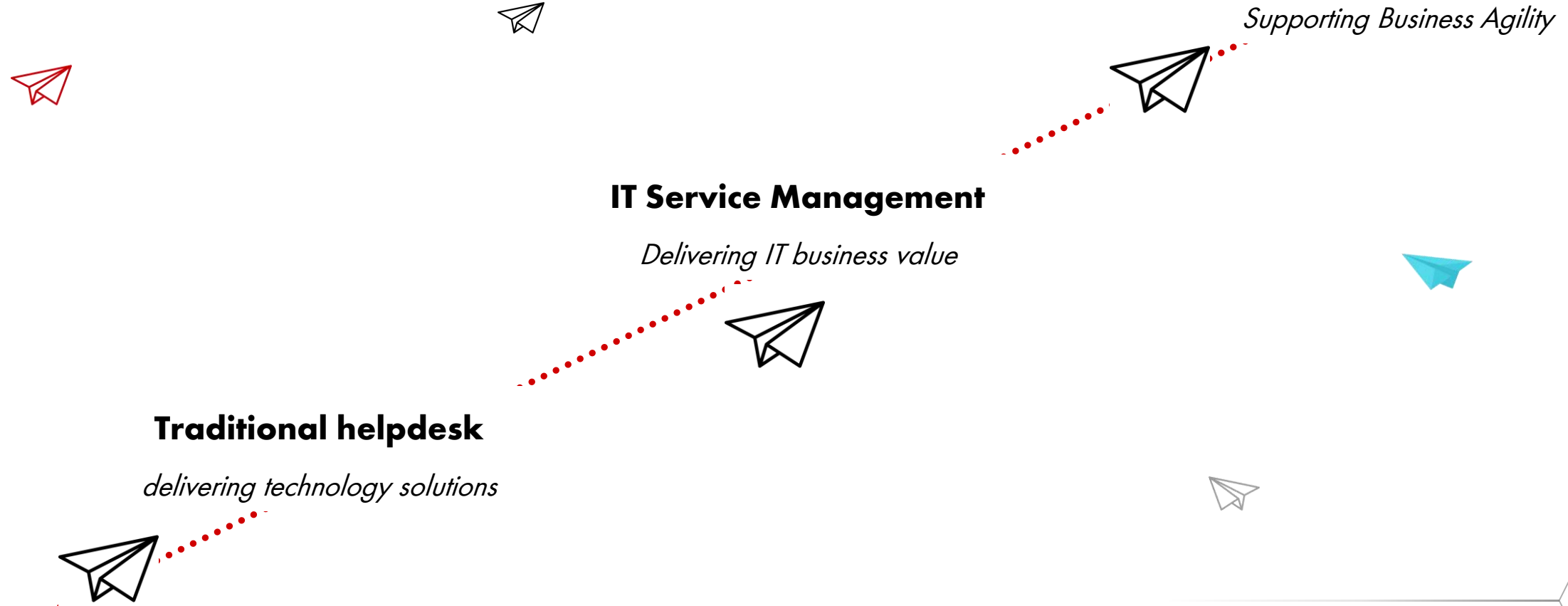- **500** companies

- **90** countries

- **20** Billion EUR Turnover

- **86.000** employees

WÜRTHPHOENIX

Enterprise Service Management Journey

Enterprise Service Management

Supporting Business Agility

IT Service Management

Delivering IT business value

Traditional helpdesk

delivering technology solutions

Service Management

- IT Service Management

- Enterprise Service Management

- Deployments editions

- IT Asset Management

- Knowledge Management

- Trouble Ticketing
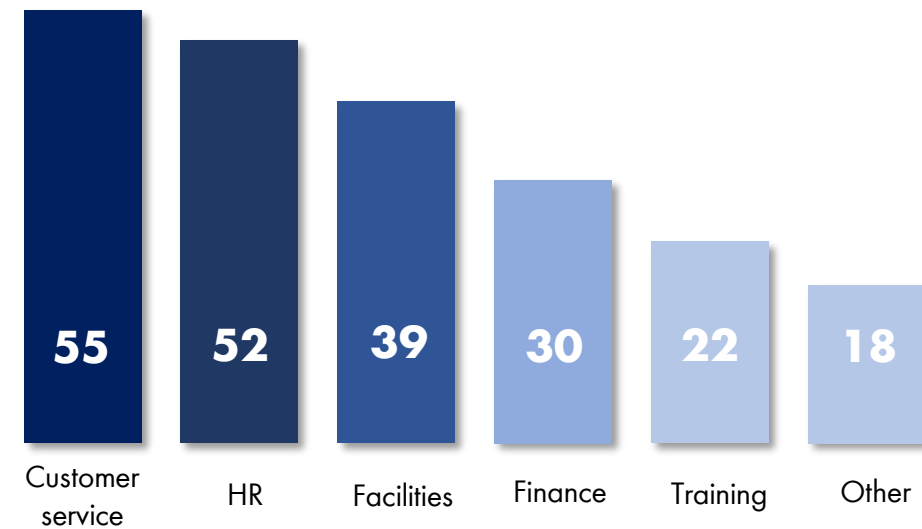
What is Enterprise Service Management

extending IT service management capabilities beyond technology services to address business-centric use cases

managing service demand and supply through a **common platform, portal, catalogue**

speeding up **innovation** and workflow **automation**
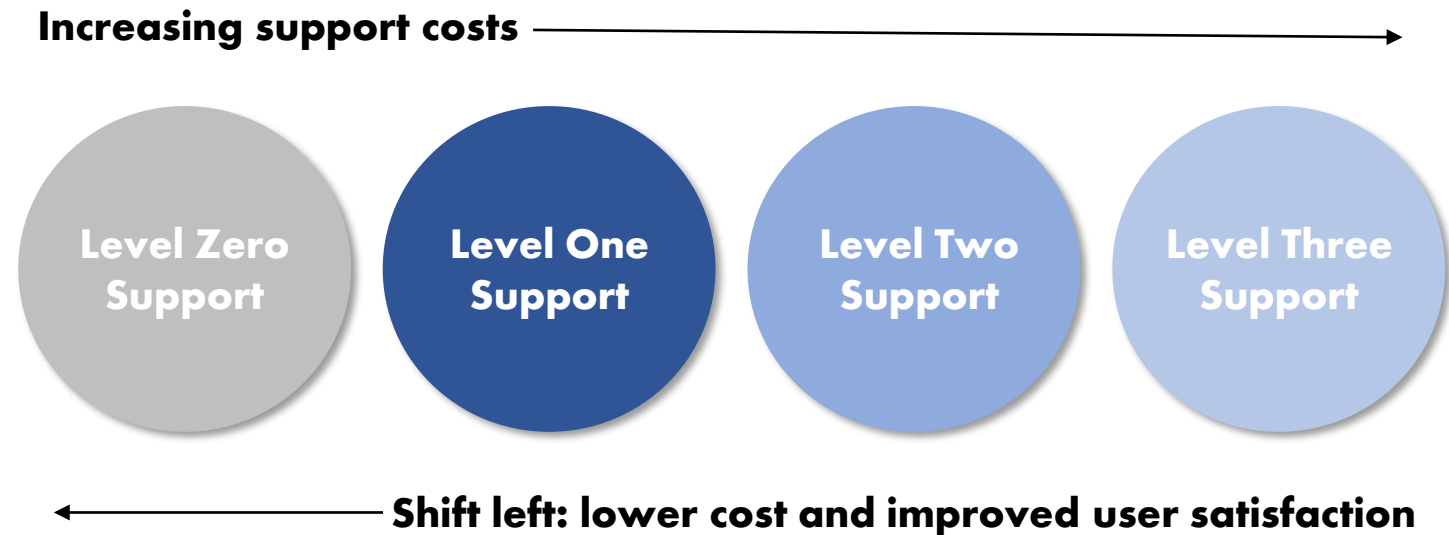
THE PRINCIPLES OF SERVICE MANAGEMENT BEING APPLIED

Customer service	HR	Facilities	Finance	Training	Other
55	52	39	30	22	18

Source: HDI: The State of Enterprise Service Management

WÜRTHPHOENIX

What's behind the rise of ESM

- Excelling Customer Experience

- ITIL, DevOps, Agile

- Shift to Remote Work

- ROI

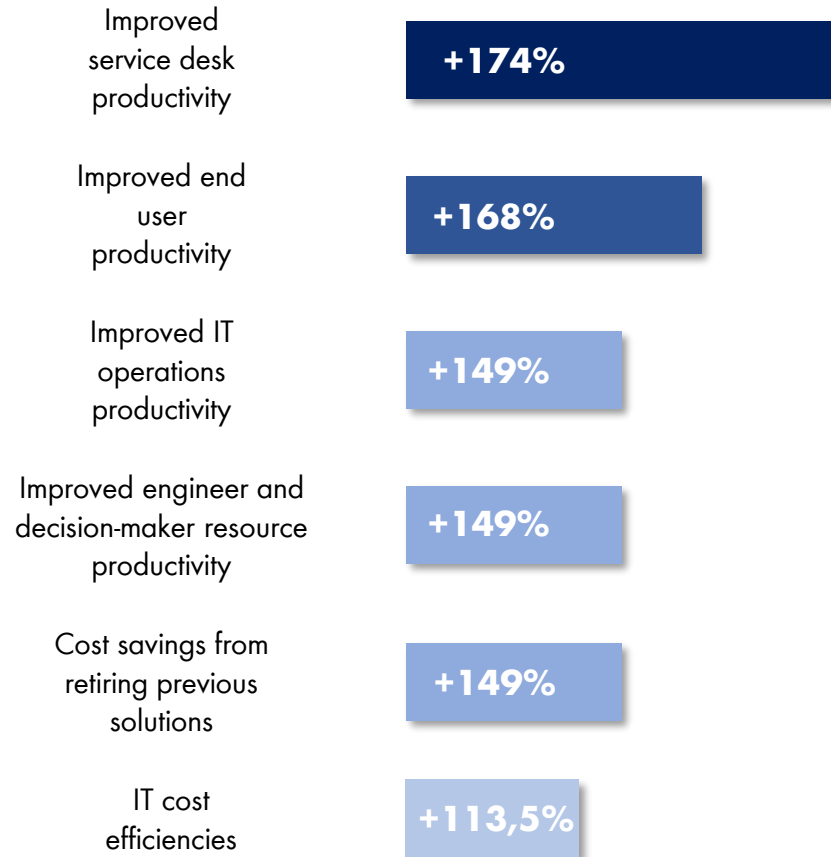**Increasing support costs** →

Level Zero Support | Level One Support | Level Two Support | Level Three Support

← **Shift left: lower cost and improved user satisfaction**

Benefits of ESM adoption

Benefits (Three-Year)

Improved service desk productivity	**+174%**
Improved end user productivity	**+168%**
Improved IT operations productivity	**+149%**
Improved engineer and decision-maker resource productivity	**+149%**
Cost savings from retiring previous solutions	**+149%**
IT cost efficiencies	**+113,5%**

- improved employee and customer experience

- improved cross-functional alignment

- revenue loss avoidance

- team performance & reporting visibility

- business team productivity

- confidence in data security

- improved stability and scalability

*A FORRESTER TOTAL ECONOMIC IMPACT™, December 2022

Challenges for ESM adoption

- Business agility adaptation

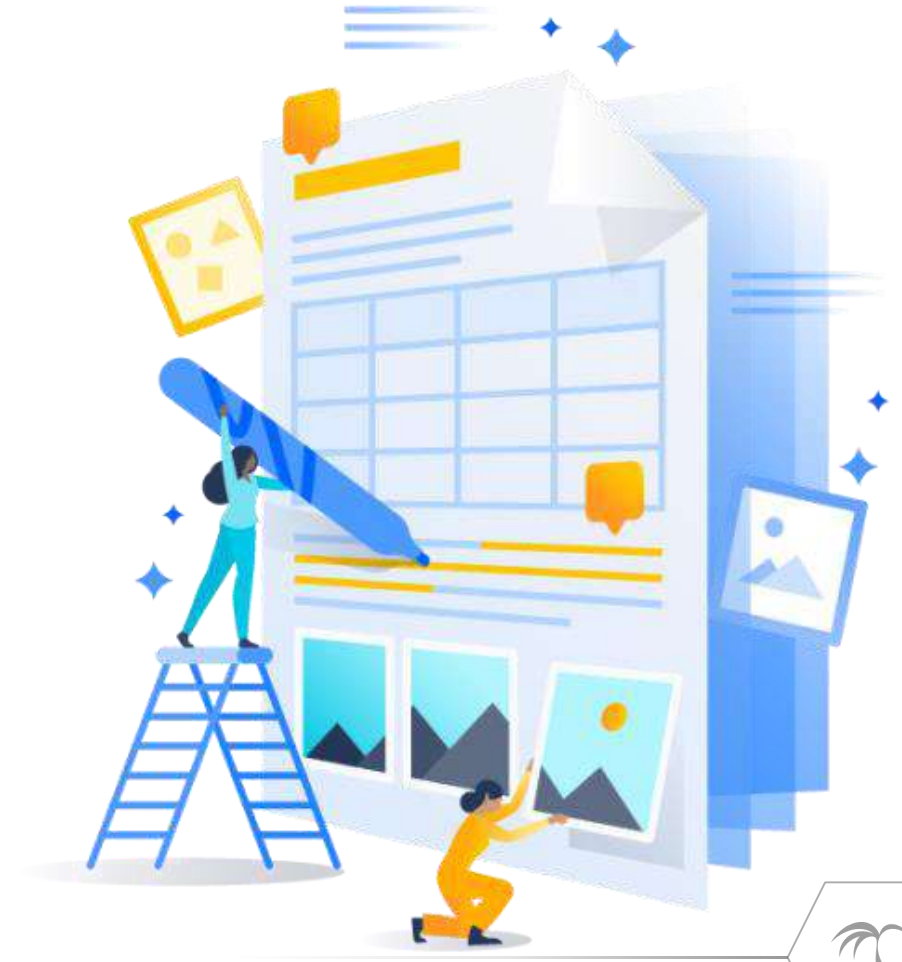- Process definitions

- Data Security & Legal compliancy

- User's resistance to change

Challenges for ESM adoption

Organizations become more and more **data**-driven, they typically begin to implement **many disparate technologies** sourced from different providers.
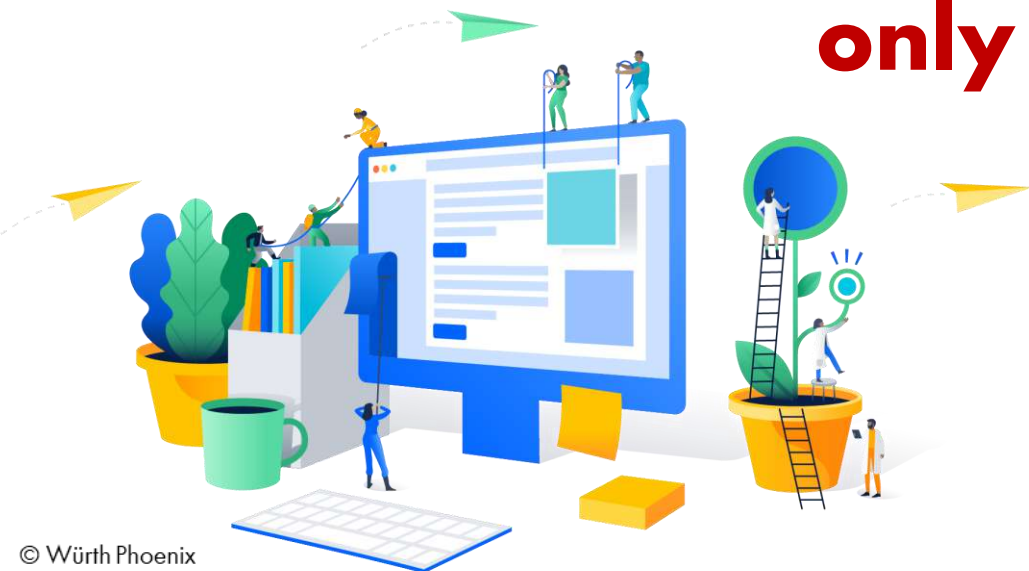
Challenges for ESM adoption

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

Challenges for ESM adoption

For medium-size organizations, this tendency can make

it **difficult to scale up.** For larger enterprises, the

tendency becomes **more chaotic**, and thus,

even **more costly to manage.**

All-in-one workspace ecosystem

All-in-one workspace ecosystem

Why?

JSM **maintainability** for non-technical users

Nearly-**codeless** setup & conf

One single, **flexible** solution
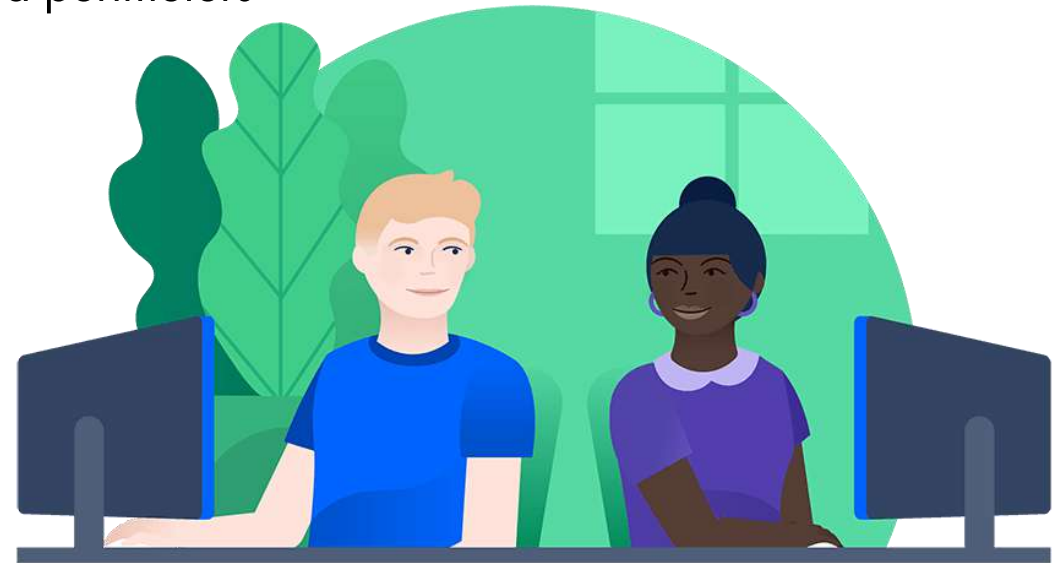
Ecosystem **integration** products

Boost up ESM processes

Why Business data inside the ITSM solution? - Customer's PoV

Enable customer interactions through data:

- Raise new requests only on pre-authorized and recognized perimeters

- Retrieve service level management data

- Involve and share situations with own organization

- Proactive information

Boost up ESM processes

Enable operators to quickly gather customer's information:

- Customers' recognition

- Customers' data

- Contract validity & Delivery state

- Account receivable collection state

- Authorization process
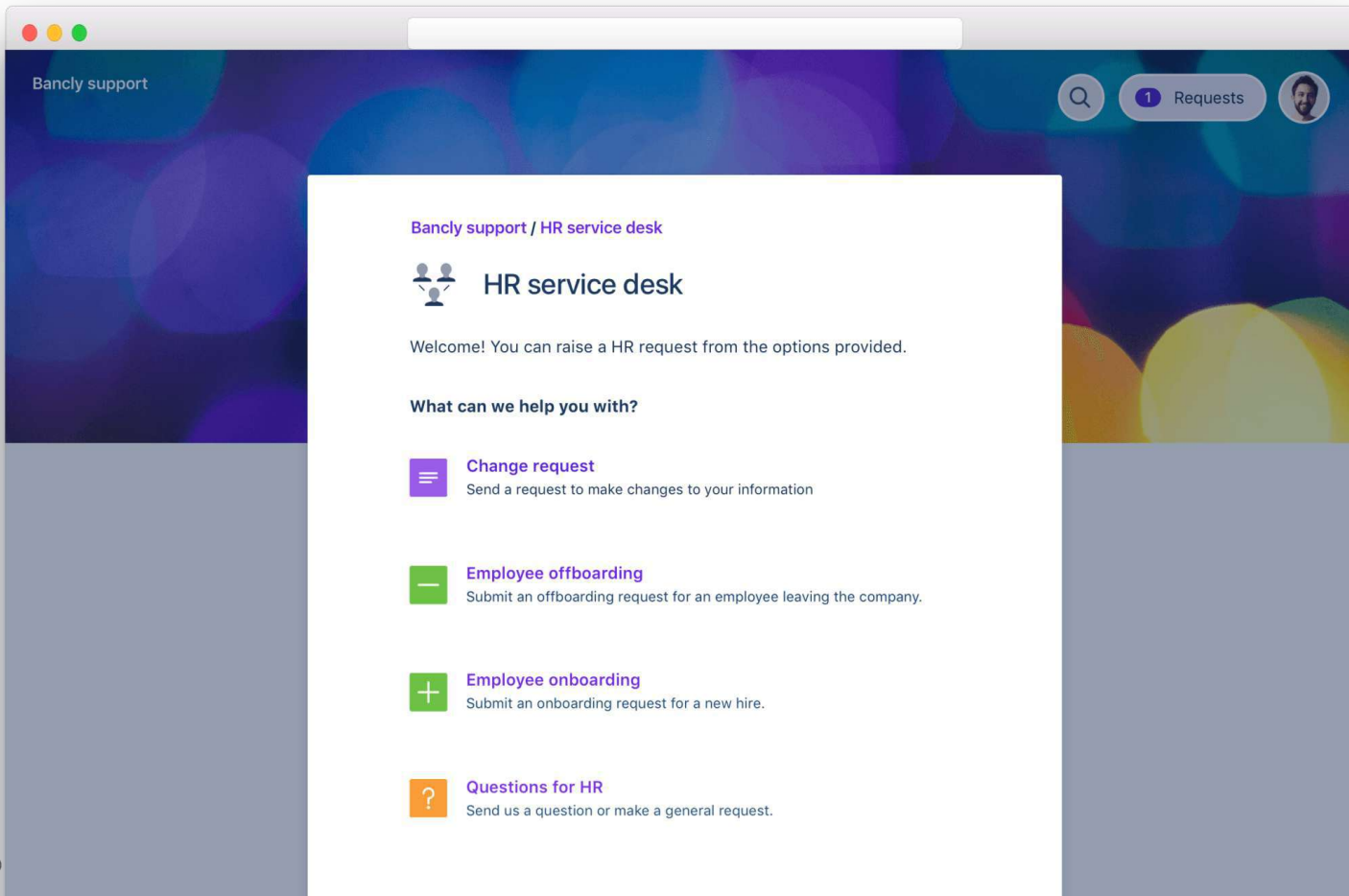
- Customization list

Solutions

Jira Service Management

Jira Software

Jira Work Management

Confluence

HR Service Management

Use Case: Managed Service Provider Support Requirements

Use Case: HR Service Management

ATLASSIAN | Gold Solution Partner
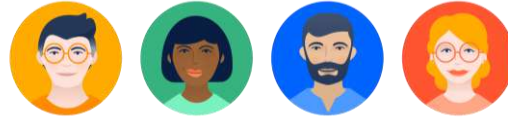
Payroll management

Benefit-Management

Contract management

Service Level management

Employee Data

JSM

Asset management

Workspace Management

IT

Payroll Process

Admin office

Security operations

EMPLOYMENT DATA

© Würth Phoenix

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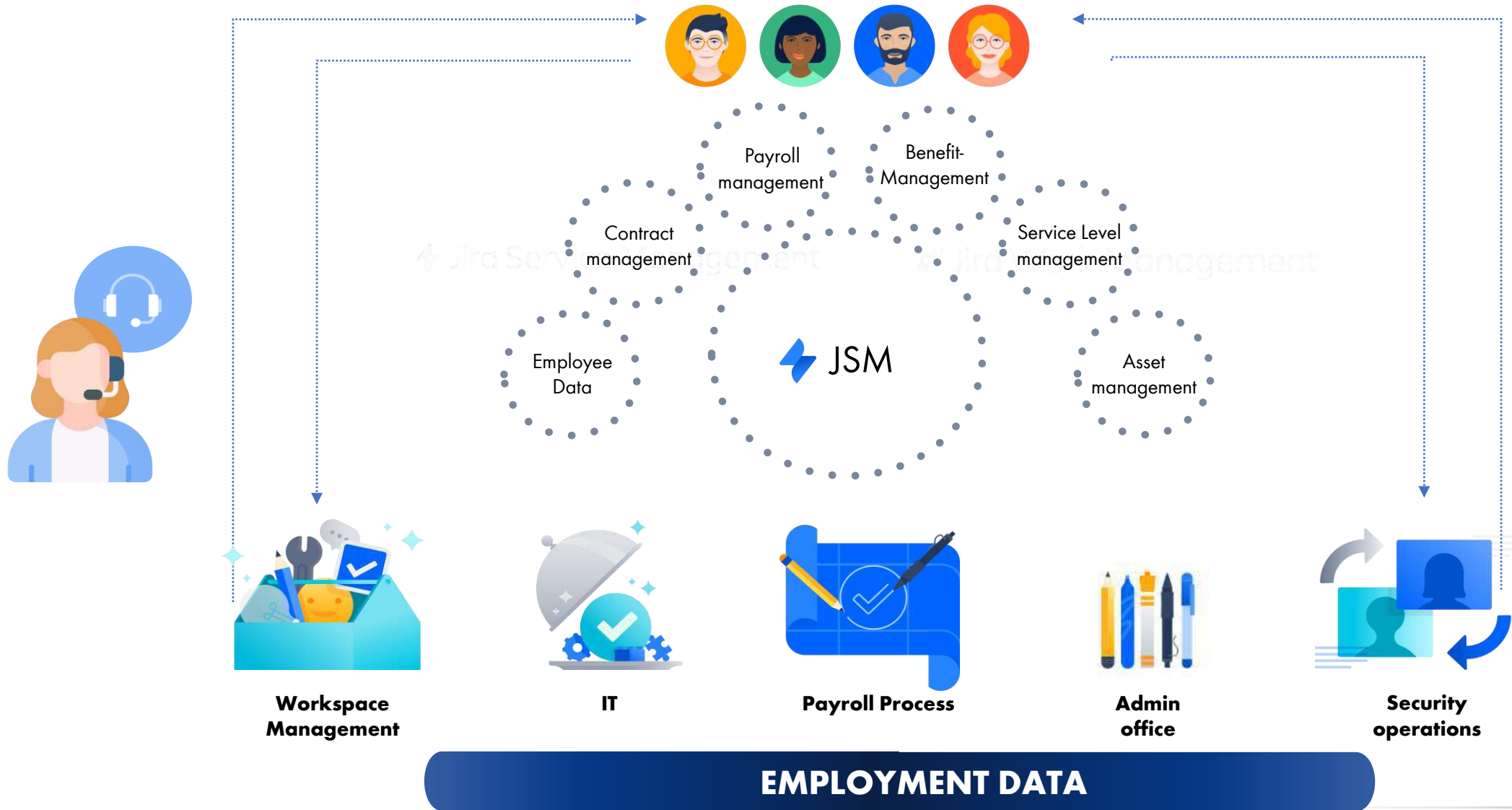
Use Case: HR Service Management
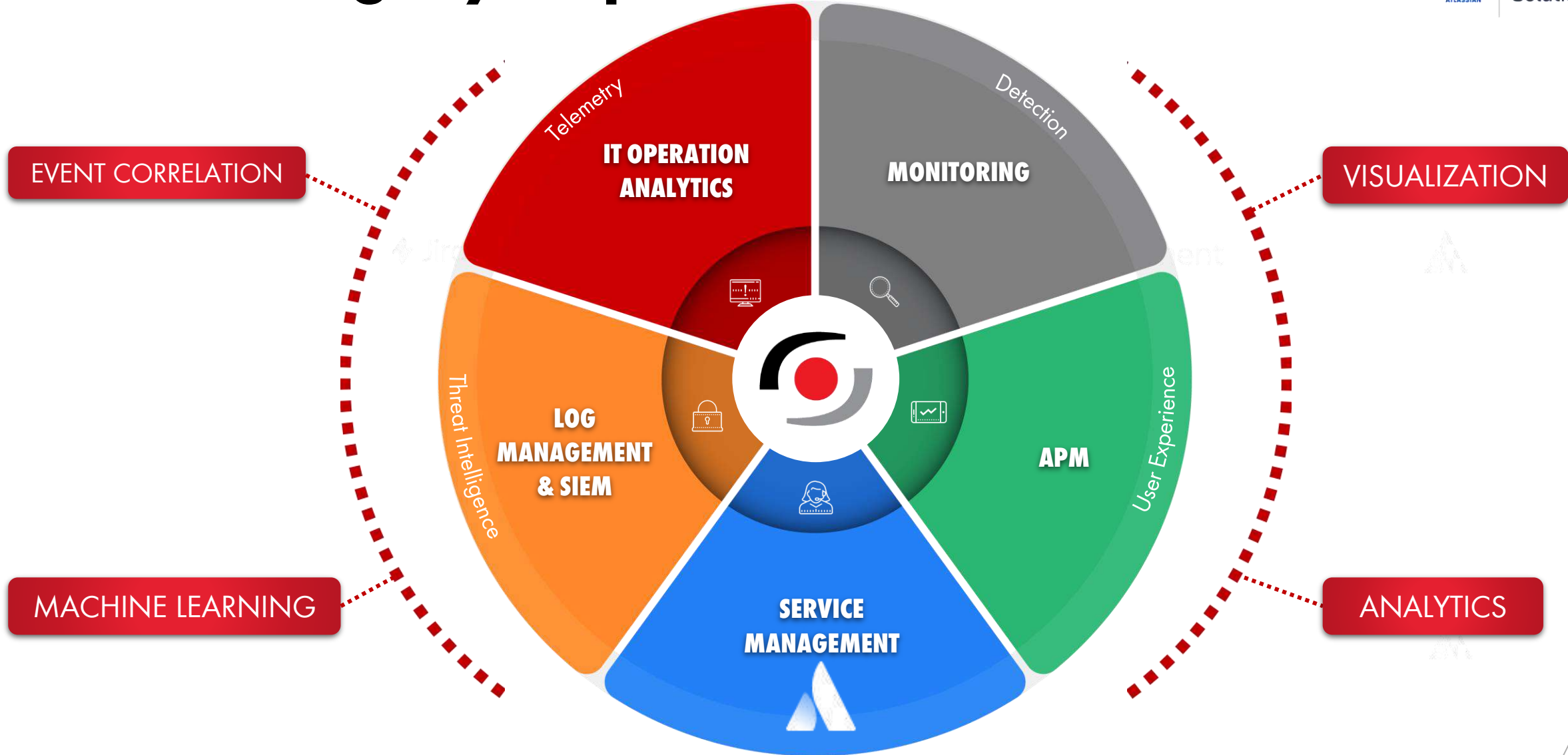
Expectation
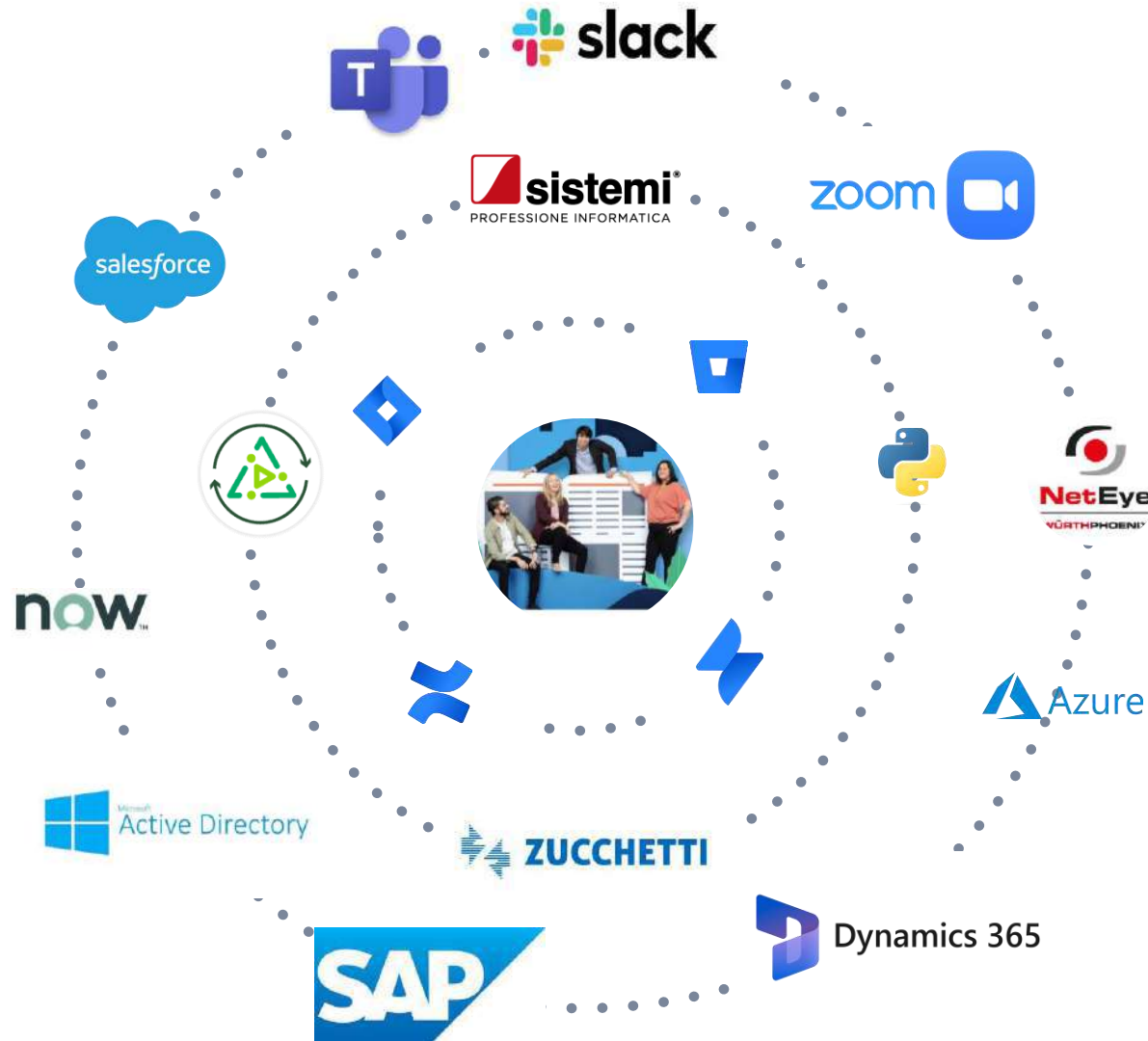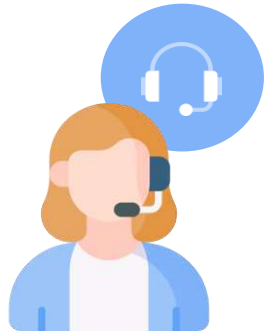
Business Agility requires data-driven culture

Training

We offer training for IT administrators to help our customers better govern the Atlassian suite

Don't find any interesting dates or trainings? Ask us, and **we will arrange the training according to your needs!**

NEXT TRAININGS

- **Jira Administrator (WPA-JAD) – Online Training**
9th to 12th October 2023

[Online Training | Würth Phoenix (wuerth-phoenix.com)](wuerth-phoenix.com)

Our certifications
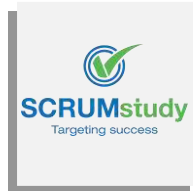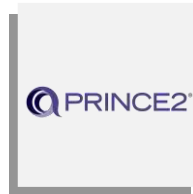
PMP

SCRUM

SCRUM@SCALE

PRINCE2®

ISO 27001

ISO 9001

& more...

ATLASSIAN
- Certified Jira Service Desk Administrator
- Certified Jira Service Desk Administrator for Cloud
- Certified in Managing Jira Projects for Cloud
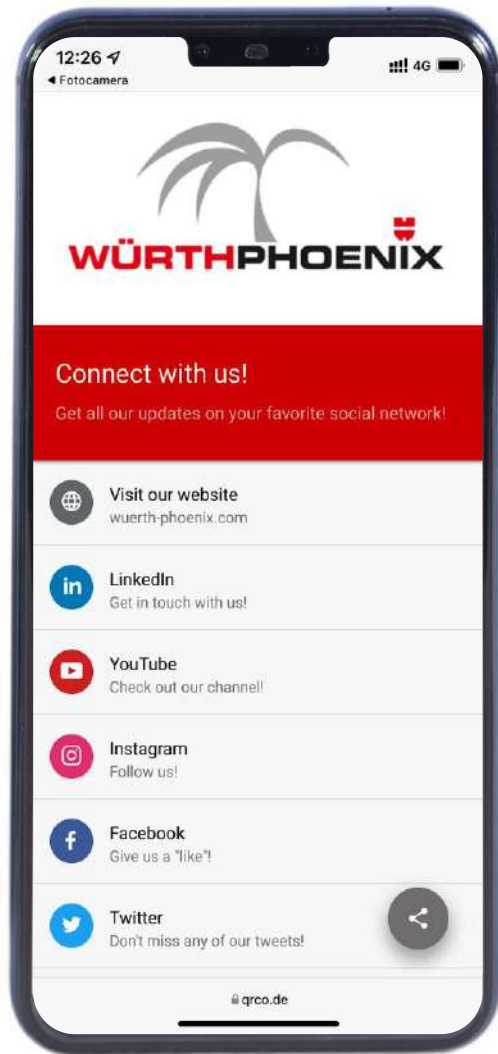- Certified Jira Service Project Manager

ITIL®4
- Continual Service Improvement
- Managing Professional Transition

www.wuerth-phoenix.com/en/contact-us

info@wuerth-phoenix.com

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Thank you
Grazie   Danke

...more than software