SERVICE MANAGEMENT: ExpressITSM

There is tremendous pressure on IT today. Every day the service desk and support staff are being asked to do more, manage more and support more. Traditional ITSM is heavily dependent on manual processes and tools that require significant human effort. These processes are resource-intensive, costly, inaccurate, and are simply unable to keep up with the pace and demands of the digital era.

We must modernize the service desk, and enable IT to not just support the business, but actively contribute to driving value and results.

What is ExpressITSM?

ExpressITSM- powered by BMC Helix provides a fast-tracked implementation for organizations that need to modernize their service desk quickly using a predefined, prescriptive, best practice led approach.

ExpressITSM provides clients with the critical Service Desk functionality they need. Our team leverages ITIL best practices, and years of practical experience, to quickly onboard customers into BMC Helix ITSM, enabling our clients to go live with their new fully functioning service desk within weeks, not months.

ExpressITSM - STARTER

- Leverages Online's ExpressITSM Process and Proven Onboarding
- BMC Helix ITSM Foundation Setup
- Service Desk (Incident Management)

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The Benefits of a Modern Service Desk:

SCALABILITY– Scale on demand

REDUCED COSTS – No upgrades or infrastructure to maintain

FASTER TIME TO INNOVATION - Enabling faster upgrades and access to innovations for your users

IMPROVED SECURITY - SaaS vendors manage the security and compliance required for SW/HW

ACCESS & FLEXIBILITY - Ability to provide employees to work anywhere

bmc helix

Results. Guaranteed.

What if I need more?

In addition to the Service Desk capabilities delivered as part of ExpressITSM – Starter, you can enhance the installation with additional modules to support the specific needs of your business.

What makes it successful?

ExpressITSM delivers the power of the BMC Helix ITSM based on a model that is designed around two key concepts:

Best Practices

Helix Express is focused on getting your service desk functional quickly which means setting up a solid initial implementation of BMC Helix ITSM that you can build upon as your Service Management initiative matures over time.

We know what good looks like, and we will implement ITSM according to ITIL and industry best practices.

Collaboration

It's ultimately your service desk, so we will work collaboratively with your team throughout the process. Client team members are assigned tasks through the duration of the implementation.

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ExpressITSM - ADDITIONAL MODULES

- CMDB & Asset Management
- Request Fulfillment (Work Order)
- Change Management
- Knowledge Management
- Self-service Portal (Digital Workplace)
- Virtual Agent (Chatbot)
- Reporting

Don't take our word for it. We would love to show you the power of BMC Helix ITSM, and provide you with a customized demo of how ExpressITSM can work for you. Request a demo at ***connect@obsglobal.com*** .

Contact:
Online Business Systems
1.800.668.7722
info@obsglobal.com

About Online Business Systems

Online is a leading Digital Transformation and Cybersecurity consultancy. Businesses today are under pressure to transform to remain relevant – at the same time, there is unprecedented opportunity to innovate and achieve incredible things never seen before – securely. We combine the best technology, business, and security practices, and lead Clients through the transformation process.

Online Business Systems is one of the select few BMC Software Elite Partners and Xcelerate Members. We are proud to have been a long time partner of BMC.

Results. Guaranteed.