



SERVICE MANAGEMENT

In the face of today's hyper-changing business landscape, where decisions need to be made in minutes versus months; the need for service-based solutions continues to rise.

For over a decade, our Service Management practice has been providing Clients with service-based solutions and optimizing the Service Desk.

Whenever possible we leverage business service solutions to provide automated and digital processes across the organization. In some cases we help **improve the effectiveness of IT Operations** by implementing new tools and processes, in other cases we use technology to **connect security with the IT Operations team**.

Multi-cloud environments combined with the hundreds of new business tools that are being used daily, have only scaled the need to make sure that a company's assets are effectively monitored, managed, and secured. This reality requires your operations teams to develop new skills, learn new technologies and fully embrace a customer centric approach.

Our Service Management team has extensive experience helping organizations like yours make these changes and doing so in a way that sets your organization up for transformational success.

online
business systems

We are proud partners with BMC, a global leader in IT solutions for the digital enterprise.

Online is one of a select few BMC Software Elite Partners

 **Elite Partner**

and one of the few partners invited to participate in BMC's Xcelerate program.

 **Xcelerate Member**

OUR CORE SERVICES



IT SERVICE
MANAGEMENT



BUSINESS SERVICE
MANAGEMENT



INTEGRATED SECURITY
OPERATIONS (iSECOPS)

CLIENT SPOTLIGHT

A long-time BMC ITSM customer, a major Canadian municipality needed to upgrade their solution, and modernize their IT program to provide better service to their employees.

Beyond a simple upgrade, the Online team advised and executed on a single Service Catalog and integrations to optimize the intake of incidents and requests.

31%
CALL DEFLECTION
VIA SELF SERVICE

58%
AUTO FILLED
REQUESTS

INTUITIVE SELF SERVICE

Service catalog included 21 workflows

ENHANCED EXPERIENCE

Support staff enjoy a modern and easy to use interface

WORKFLOW AUTOMATION

Reduction of human interaction for mundane, repetitive tasks

DATA QUALITY & CONSISTENCY

Integration with several data sources to build a solid foundation to ITSM

Contact us today on how to transform your IT organization digitally, and securely.



Contact:

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Founded in 1986, Online Business Systems is North America's leading Digital Transformation and Cybersecurity consultancy. We help enterprise Clients by designing improved business processes enabled with secure information systems. Our unsurpassed delivery, our people, and the Online culture of loyalty, trust and commitment to mutual success set us apart.