



SERVICE MANAGEMENT “ITSM”

A great service experience from request to resolution.

HMB’s Information Technology Service Management, ITSM, practice creates value by streamlining how the organization interfaces and interacts with IT to bring about resolutions quickly while delivering exceptional customer service. Using our experience, HMB can facilitate the creation and customization of processes/tooling that fits the organization. Strong ITSM operations that provide fast resolutions with easy create a strong, positive impressions of IT in the organization.

Our solution provides:

- ITSM processes/tooling to enable the business to collaborate with IT
- Help Desk services (Tier I,II and III)
- Gathering & reporting on requests to assess performance, show value and prioritize automation
- Platform selection process and integration services (Service Now, Fresh Desk, etc)
- Self-service solutions (example: enabling users to reset their own passwords)
- Provisioning & deprovisioning automation

WHY CONSIDER HMB’S ITSM?



We have extensive ITSM experience

We have provided successful ITSM services to clients big and small for many years



We can help save money on IT run costs

Our ITSM services management models have helped many customers cut IT run costs



We enable automation wherever possible

Automation saves time, money, reduces human error, and frees staff to do strategic work



We are expert coaches and educators

HMB will organize and deliver ITSM training to key technical and business end users

Interested in HMB’s Information Technology Service Management (ITSM) solutions?
Call 614.221.6831 or email solutions@hmbnet.com