IT Operations Management

One comprehensive solution: integrated ITOM



assyst ITSM & ITOM solution will transform your IT business processes

Harness the power of integrated IT Service Management and IT Operations Management. Secure an overview of your entire business, facilitate rapid decision- making, control your assets and be prepared for software audits.

assyst's integrated ITOM functionality enables you to increase ROI, and improve Service Desk customer satisfaction through automation and self-service.

Be Aware

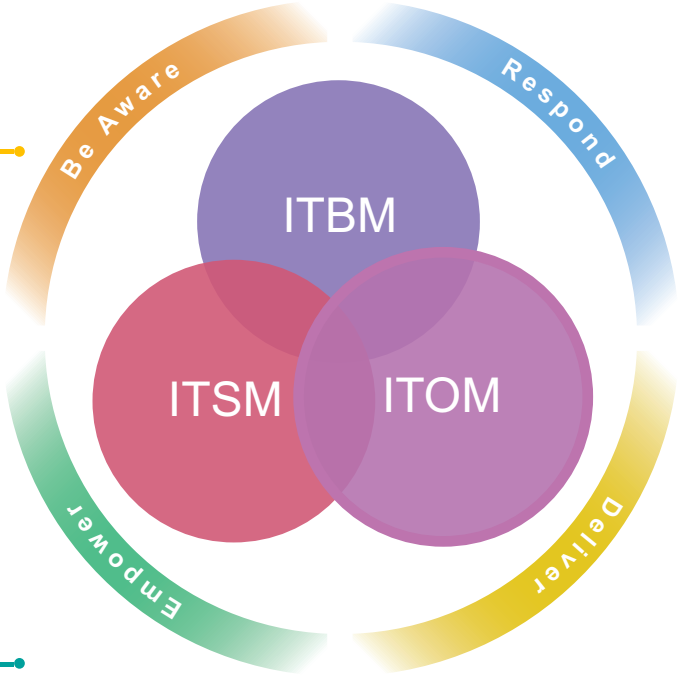
Get full visibility of inventory, costs, risk and compliance status across all your business units for better, more informed decision-making.

Avoid fines for software non-compliance (piracy)

Empower Your Agents

Regain control of your IT estate through an advanced ITOM feature set closely integrated with ITSM processes enabling a shift left of activity, freeing up resources.

Automate to improve & speed up service delivery



assyst ITSM & ITOM provides a blueprint for service & asset management processes organization-wide

Respond Quickly

Leverage user-friendly monitoring tools that are integrated with your support teams so that you can intervene before outages impact the business.

Proactively consolidate to minimize risk

Deliver Quality

Automate patches, installs and OS deployments to maximize productivity and minimize user errors and manual delays.

Mitigate security risks and minimize downtime

Explore how the assyst ITSM & ITOM solution will transform your IT business processes from cost-centric to value adding

Hardware & software asset management

Get enterprise-wide visibility over assets in your IT ecosystem. assyst's Integrated hardware and software management solution gives you the tools you need to deliver business value, reduce costs, and achieve continuous compliance.

Endpoint management

See and control client devices from a central location. With the assyst ITOM solution you get OS deployment, patch management, power management, fault and security management, automated processes and more.

Performance monitoring

Track and report on performance to suit different roles and perspectives. With assyst you get business service monitoring, system metrics, availability and capacity monitoring, application monitoring with synthetic transactions, alarms, notifications, and more.

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Creating a comprehensive CMDB through assyst ITOM

assyst consolidates our assets into a single source of truth while providing the tools to manage their full lifecycle, including usage and repair data. assyst makes sure we have every piece of information that we could possibly think of that we would need coming into the CMDB. It allows us to plan how many assets we need for a particular operation and make sure that we have enough. The ITOM application runs a whole load more information and capabilities than the old system used to.

Regain control of your IT estate through assyst's advanced ITOM feature set closely integrated with ITSM processes

Shift Left: automation empowers end users & service desk

Empower end users and the service desk through automation assyst processes & real-time knowledge

Shift Left limits the steps involved in service delivery as much as possible, thus increasing efficiency and reducing the strain on the physical Service Desk. It also saves money and time.

Simple automation, such as self-service, password reset and self-diagnostic and clean up tools, frees up the first line to concentrate on more labor-intensive tasks and reduces the spend on second and third line staff.

Empowered users have the option of resolving issues themselves via a comprehensive knowledge base which saves further costs and helps optimize productivity within your organization.

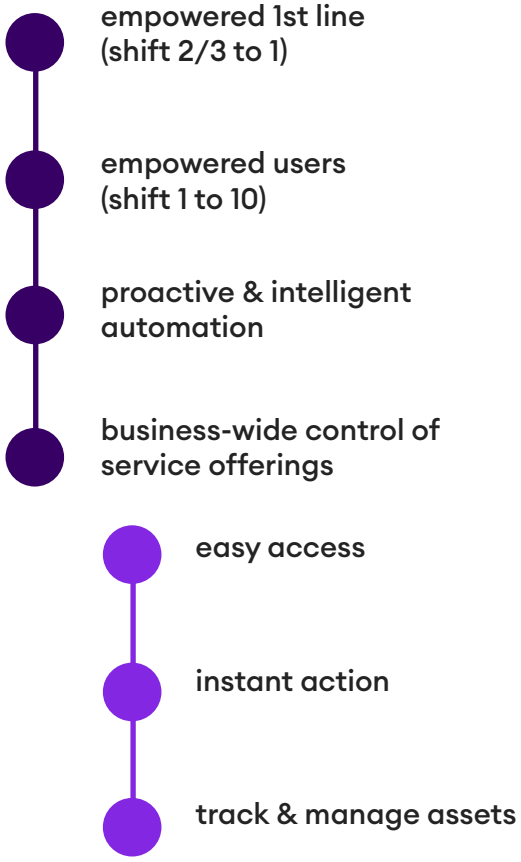
Organizations that Shift Left gradually reduce the amount of money they spend by limiting the required support. By pre-empting solutions (incident prevention), they not only reduce spend, but ultimately eliminate it.

Shift Left: automation empowers end users & service desk

Empower enables users to request and recieve what they need, within tracking and provision controls

Today's end users are more demanding and sophisticated than ever before. They know what they want, when and how. Meeting these demands has never been as important as it is now. IT plays a critical role in delivering this, but supporting the wider business needs without full visibility and control over processes and security makes this task virtually impossible.

assyst provides the automation and enforcement of business processes to truly digitize the workplace, ensuring a single system of record within a single architecture. Out-of-the-box partitioning means that both IT and non-IT departments experience simplified Enterprise Service Management delivery, complete with comprehensive and intuitive service catalogs that transcend business areas.





SecOps: maximizing security & minimizing risk

assyst ITOM is your vigilant partner in monitoring business-wide systems, detecting unusual behaviour, and predicting issues.

Live data reports confirm security measures are in place; protecting the business from malicious attack, or the accidental spread of viruses through the use of unauthorised USB devices.

assyst ITOM's intelligent automation ensures routine system updates are applied, maintaining regulation compliance with case-by-case consideration rules in place for critical hardware and software..

- know what you have
- identify exceptions & risks
- update protection
- adapt compliance policies
- optimize what you have

Compliance: ensuring you are prepared for vendor licence audits

A holistic, business view of software licensing in assyst ITOM ensures you are continuously compliant.

With all their licensing data in one place, asset managers can optimize licenses and reduce overspend. Intelligent rules automate data gathering and license reconciliation, helping the reallocation of existing licenses where they are needed most.

- what's installed?
- normalize the data
- reconcile the data
- audit ready
- proactive controls

About IFS

IFS develops and delivers enterprise software for companies around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. Within our single platform, our industry specific products are innately connected to a single data model and use embedded digital innovation so that our customers can be their best when it really matters to their customers–at the Moment of Service.

The industry expertise of our people and of our growing ecosystem, together with a commitment to deliver value at every single step, has made IFS a recognized leader and the most recommended supplier in our sector. Our team of 4,000 employees every day live our values of agility, trustworthiness and collaboration in how we support our 10,000+ customers.

Learn more about how our enterprise software solutions can help your business today at ifs.com.

#MomentOfService

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