

ITSM - solution to meet your business needs!



Choose ITSM in order to implement best ITIL practices.



ITSM - management approach, where IT meets needs of business.

ITIL - worldwide recognized set of detailed practices for service approach in IT.






Businesses might encounter:

- Reduce the cost of provided services;
- Have better control over company's IT operations;
- Plan and control processes performance;
- Increase the quality of provided services and business satisfaction;
- Improve staff performance;
- Reduce workload/headcount.








What do we do:

Consulting:

-  Assessment of maturity of IT processes;
-  IT service catalog design;
-  Consulting on ITSM software choice;
-  Integrated Service Center organization;
-  ITSM processes redesign and development.

Implementation:

-  ITSM processes and service catalog implementation;
-  Smart automation of routine tasks;
-  Automation of work with contractors and outsourcers;
-  Developing custom reporting forms;
-  Training administrators, IT specialists and end-users.



Why Softline:

- ✓ 5+ years of ITSM implementation experience;
- ✓ As a service provider we use ITSM/ITIL for technical support of our clients (10k+ request per year all around the globe);
- ✓ Our solutions portfolio is capable to meet the requirements of any client;
- ✓ We provide technical support after the implementation.

If you have more questions, or want more information, please, do not hesitate to contact us:

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