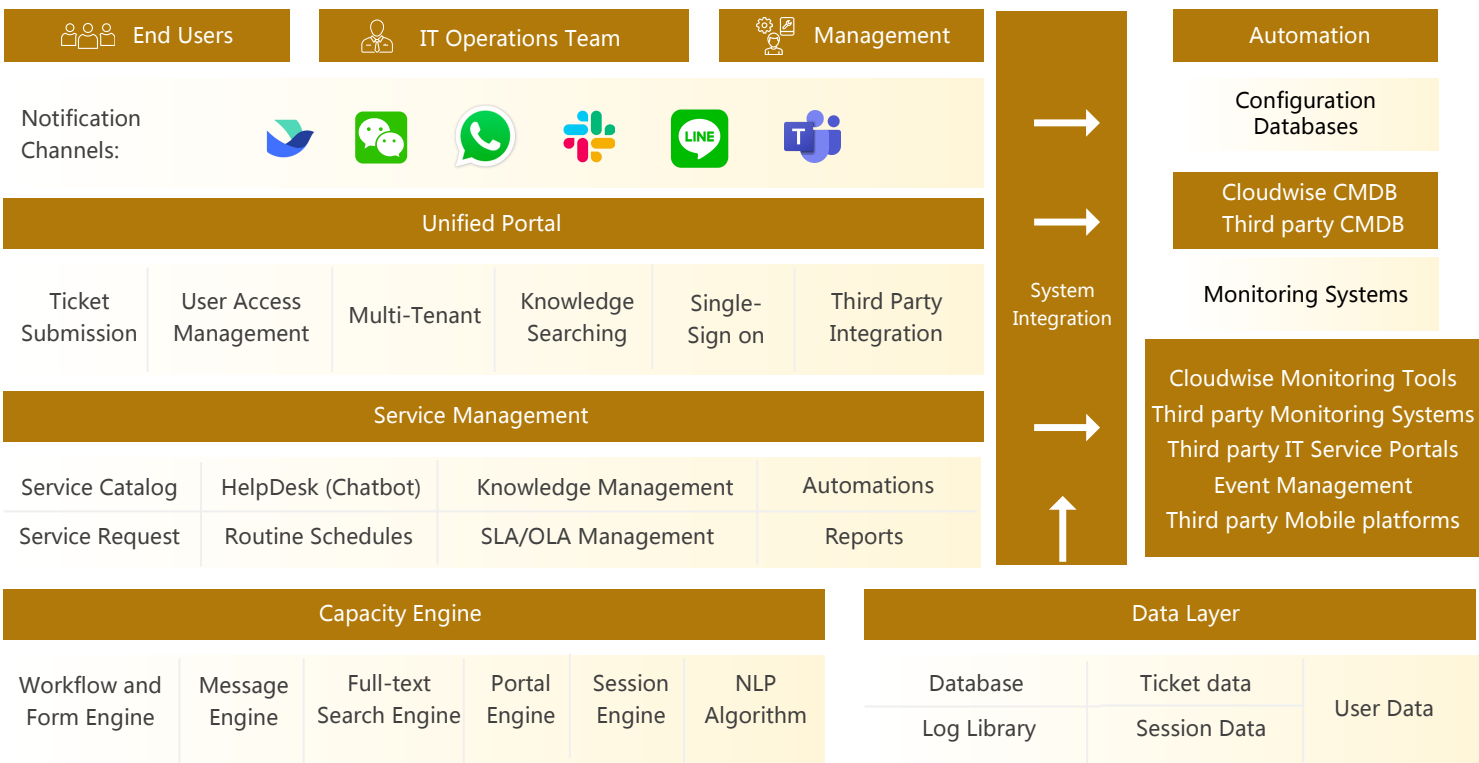


IT Service Management

Description

Cloudwise IT Service Management (ITSM) solutions embody cutting-edge, forward-looking ITSM features, meticulously designed to meet the evolving demands of enterprise IT service management.

An overview of the ITSM Module Components



Functions

1. Multi-Channel IT Service Access

Our platform offers 24/7 customer support through various channels, including online helpdesks and integrated platforms, enhancing user experience with easy access to ticket submissions and service updates.

2. Efficient IT Service with Custom Workflows

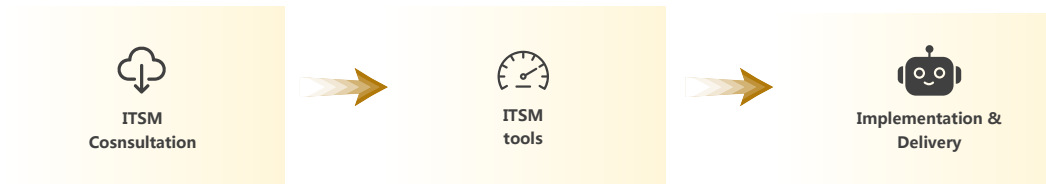
Standardize IT workflows using automated ticketing, change calendars, and a Knowledge Base, improving resolution times and reducing costs. Customize service catalogues, SLAs, and ticket management for greater operational efficiency.

3. Data-Driven IT Service Evaluation

Employ data analytics to assess IT staff performance and impact, leading to improved evaluations, workflow enhancements, and increased IT department value. Monitor service progress with real-time updates and comprehensive reporting for a tailored and integrated service management approach.

Implementation

Cloudwise combines expert ITSM consulting and innovative software development with top-tier companies to deliver a wide range of advanced ITSM solutions and services.



Case Study

Client Introduction:

The client is a tech-oriented firm that offers end products and Internet services in over 40 countries, with 400,000+ outlets and 300+ million users. It runs 6 research institutes and 4 global R&D centres, has a 40,000-strong workforce, and invests \$10 billion+ in R&D.

Solution:

1. Service Accessibility

Broadens reach for handling service requests and reporting issues and standardizes core data.

2. Service System Standardization

Implements a system to improve team cooperation across user services and infrastructure management.

3. Operations Optimization

Taps into the CMDB's full capabilities for operational efficiency.

4. Full-Scale Operational Support

Offers complete monitoring and a standard closed-loop system for issue resolution.

5. Service Excellence

Enhances user experience and simplifies the gathering of performance metrics.

Client Benefits:

1. Reach: Engages over 290,000 customers with 5,000+ daily active users.

2. Diverse Use: Across 30+ departments like HR, IT, and finance.

3. Workflow Efficiency: Utilizes 70+ active workflows.

4. Ticket Volume: Produces 3,000+ daily tickets, with peaks over 4,500.

5. KPI Insight: Enhances analysis of response times, satisfaction, and resolution rates.