

Enhance Cross Team Collaboration and Level Up Client Service Experiences



ITSM and Service Management Engagements

Streamlined service delivery is essential for operational excellence, both within IT departments and across the wider enterprise. Recognizing the distinct needs of these domains, we offer specialized engagements for IT Service Management (ITSM) as well as non-IT related Service Management departments (e.g. HR, Marketing, Finance) utilizing Atlassian's Jira Service Management (JSM).

These dedicated solutions are designed to empower organizations to improve service delivery, enhance efficiency, and ensure a high level of responsiveness to internal and external demands. By aligning service management practices with strategic goals, we help drive performance improvements, whether in the specific realm of IT or across various departments organization wide.

Service Management: ITSM and Beyond

ITSM Engagements

Focuses on optimizing IT service delivery, ensuring IT infrastructure and services are aligned with business needs. This includes incident management, request fulfillment, change management, and more, aimed at enhancing IT's support of business operations.

Going Beyond IT

Expanding the scope of service management beyond IT, applying similar principles to other departments such as HR, Facilities, and Legal creates a better experience for your customers. This approach, sometimes referred to as Enterprise Service Management (ESM), aims to improve internal service delivery, fostering efficiency and collaboration across the entire organization.

What's Included:

Our Service Management engagements will ensure a successful ESM implementation for your organization.

- ✓ Onboarding and Project Kickoff
- ✓ Comprehensive Service Management Strategy Dev
- ✓ Environment Prep
- ✓ Customized Setup and Configuration
- ✓ Data Migration
- ✓ Training
- ✓ Support
- ✓ Client Success Manager

Testimonial

E7 played a key role on helping us move from Ivanti Heat Cloud to Atlassian JSM. They helped us translate what we had into what we can do in JSM. We not only met what we had in our old system, we started day 1 with a capabilities that we never had prior! - Robert DeSantos Vice President TotalWine

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Benefits Include

- ✓ **Enhanced Cross-Departmental Collaboration:** Break down silos and foster a culture of collaboration across all service domains, ensuring seamless service delivery that meets the diverse needs of your organization.
- ✓ **Improved Service Experience:** Deliver a consistent, high-quality service experience to both employees and customers, enhancing satisfaction and loyalty.
- ✓ **Increased Efficiency and Productivity:** Automate routine tasks and workflows, freeing up valuable time for your teams to focus on strategic initiatives and improving overall productivity for IT and the wider enterprise.
- ✓ **Scalability and Flexibility:** Easily adapt and scale your service management practices meeting the changing needs of your business, ensuring you remain agile and competitive.

How it Works

Our experts will work with your team to ensure alignment so you can focus on delivering your best and most meaningful work. The process typically looks like this:

Strategic Planning and Environment Preparation

E7 collaborates with your teams to understand your goals, challenges, and develop a strategic plan outlining the steps to achieve desired outcomes. We also prepare the environment, setting up the Jira Service Management (JSM) instance and necessary Marketplace Apps, ensuring everything is ready for a seamless implementation.



Customization and Strategy Execution

Through an in-depth assessment, E7 identifies gaps and opportunities, delivering a detailed strategy with actionable recommendations, scorecards, roadmaps, and timelines. This phase includes customizing your JSM instance and service projects to align with your service delivery requirements, all while ensuring your brand identity and customer expectations are met.



Training, Support, and Continued Success

E7 then provides training to maximize your new JSM Portal while providing support to ensure a successful go-live event. Our Client Success Managers remain dedicated to your long-term success, offering continuous support, advocacy, and education to ensure not just transactional success but a partnership aimed at achieving your overall business objectives.

