End-To-End ITSM Solutions

Put Your Customers First and Deliver 'White Glove' Service

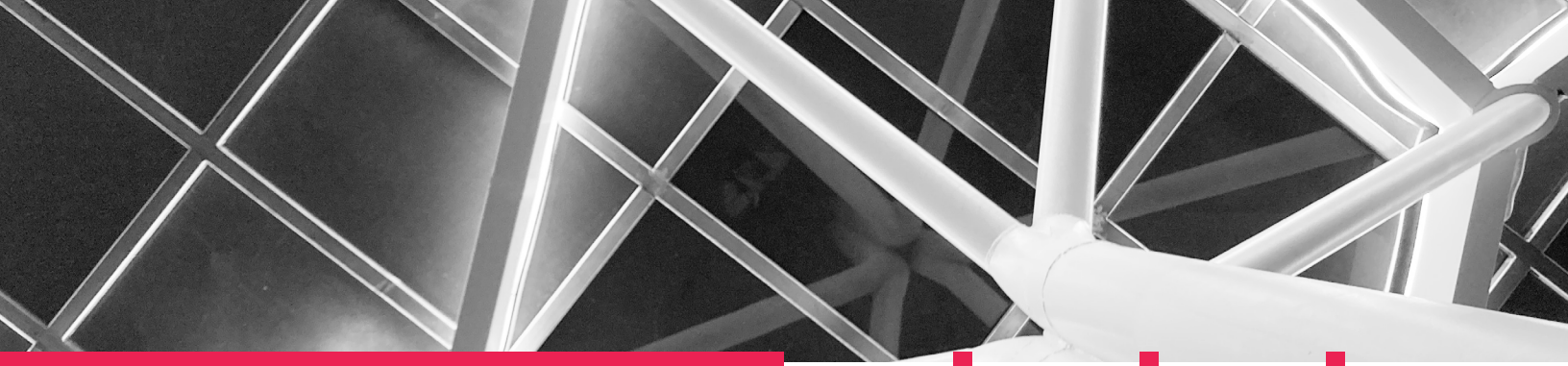**cprime** | ATLASSIAN | Platinum Solution Partner ENTERPRISE

"Change Management has 2 sides: the SDLC side and the ITSM side."

– Our Clients

Embracing ongoing change with Agile and DevOps frameworks enables product development teams to learn faster and pivot easier to deliver more value to the users with every iteration. IT Service Management (ITSM) extends and solidifies this change management approach as it adds an essential piece - user voice - **allowing customers to have a direct influence on digital experiences, quality of service delivery, and product roadmaps.**

Whether your team is building a client-facing application or provides IT support for employees, your users expect the same level of exceptional user experience. As such, they are willing to provide the feedback on what makes it exceptional for them, starting with basic features like availability, performance, or compatibility, and more sophisticated features and user scenarios.

Atlassian's ITSM platforms, like Jira Service Management, offer automation, integration, workflow management, and reporting tools that enable organizations to create, manage, deliver, and scale those ever-evolving digital experiences through service desks and IT operations teams.

The integrated suite of Atlassian products allows for Jira Service Management to seamlessly plug back into engineering, business, and product teams, encourages collaboration, and increases visibility across teams. It also helps to drive strategy and accelerate time to value.

Here's how this approach works.

Learn From Your Users' Feedback to Enable Continuous Improvement Across the Organization

At Cprime, we believe that ITSM practice goes far beyond installing a simple service desk or even a full-scale implementation of tools like Jira Service Management. A culture of continuous learning and improvement allows your IT service management to nurture insights and positive changes across the organization.
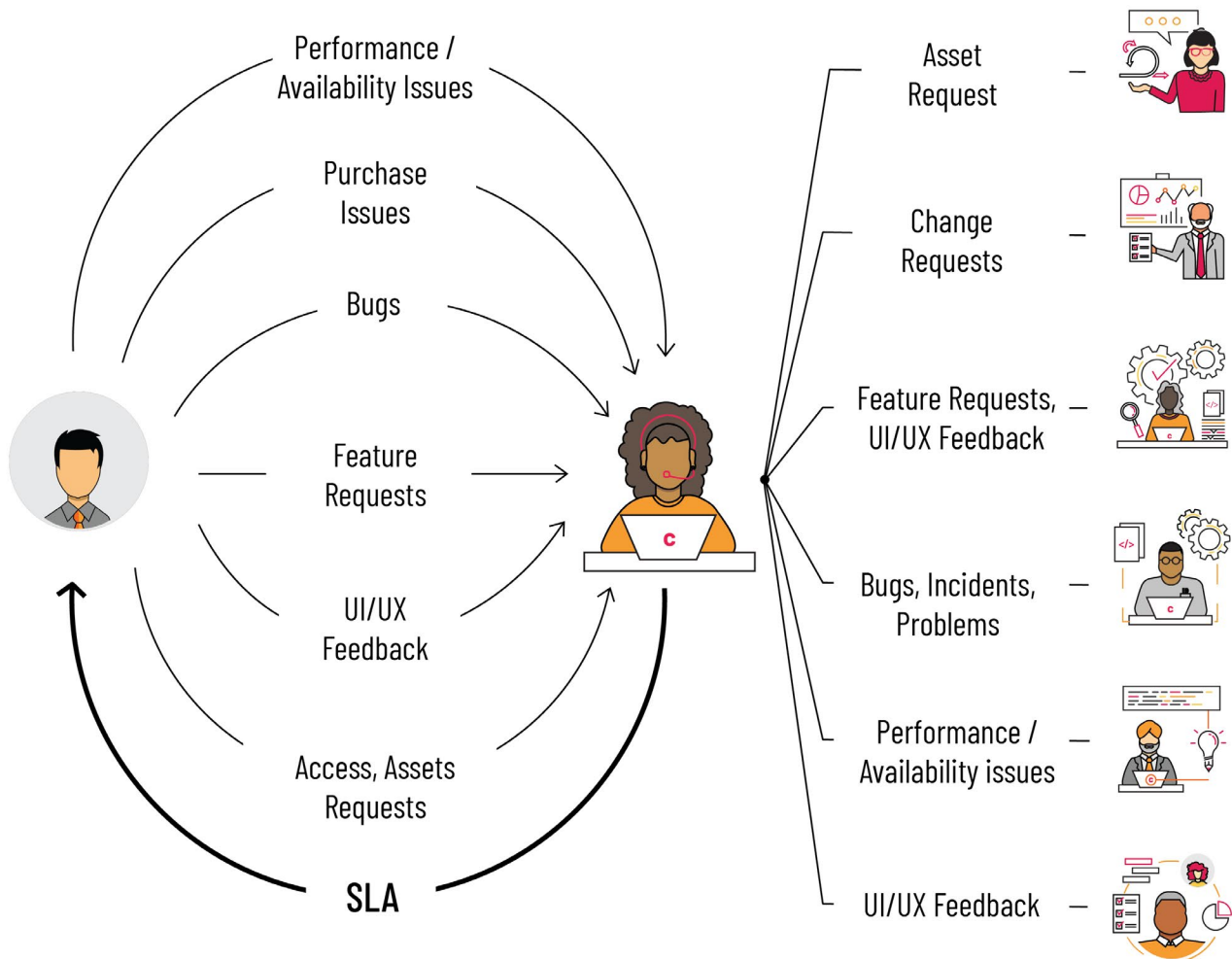
Here are a few examples of the changes you can expect:

- Improving user satisfaction and decreasing churn through careful customer voice management;

- Unraveling incident root causes to advance user experience and decrease the cost of issues;

- Delivering a powerful framework for knowledge management to enable self-service and quicker time to resolution;

- Establishing a solid approach to change risk evaluation and cost calculation to only focus on the most impactful ones.

Transform How You Process User Service Requests to Launch Positive Changes

Business and Product Teams

These teams can validate new functionality with faster feedback loops, gather and prioritize feature requests in a unified manner, and analyze if your user interface is intuitive and user friendly.

Business

- Increase visibility throughout the organization
- Better understand operational work of shared teams
- Get a clear view on changes and associated costs
- Assess change risk
- Generate in-depth reporting with actionable insights
- Advance performance and collaboration
- Track actual cost of support

Product

- Receive comprehensive feedback that drives solution design
- Foster customer engagement by enabling them to impact the product roadmap
- Get visibility into the issues that cause the biggest customer churn
- Test ideas and audiences with a multichannel approach and equipped teams
- Ensure a consistent experience for customers at every stage of their lifecycle

Engineers and DevOps

Can get information on product performance, availability, and security, accelerate discovering the root causes of bugs and incidents, and enable user-led quality assurance and enhancement.

Development

- Link customer requests and issues to developer projects to reduce context switching and accelerate time to resolution

- Decrease friction and automate handoff between support and development teams

- Better understand the technological risks associated with changes

- Create comprehensive mitigation plans for riskier changes, such as architecture upgrades

- Understand technological conflicts between different changes and prepare action plan

DevOps

- Ensure the same level of experience for all users at any given time

- Decrease infrastructure support and maintenance costs

- Improve incident response time and decrease number of incidents

- Provide regulatory and security compliance

- Decrease outages and associated financial loss

- Accelerate time to permanent solutions for recurring problems

Customer Support Teams

Know exactly where users struggle with how the product works, and update and extend the product training and knowledge base to enable users to self-service.

Customer Success

- Understand where service problems might exist
- Allow the organization to establish known and acceptable problems and ways to train users on how the product works
- Create proper documentation of critical incidents

Tech Support

- Create a framework for fast and efficient onboarding for new agents
- Clear process definition for support teams
- Resolve issues more quickly with holistic approach knowledge management
- Set mutual understanding of user and service provider expectations

# Manage Integrated IT Services and Deliver Exceptional Digital Experiences

Whether you start from scratch or seek to advance your ITSM workflow, customize your existing toolchain or migrate to a new stack, we have solutions and key technology partnerships to deliver against your unique needs.

Here's what an ITSM implementation could look like for you:
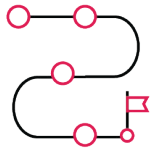
Start With a Plan – Prepare and Roadmap

Visualize where you are with your service delivery, IT asset management, and tech support now, build a comprehensive case for change, roadmap the adoption of ITIL principles, define what success should look like, and plan the change implementation. In addition, leverage Value Stream Mapping and Proof of Concept to choose the right automation tool, demo critical assumptions, and fit it into your overall enterprise integration strategy.
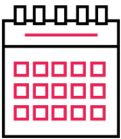
Launch ITSM From Scratch In Under 1 Month – ITSM Foundation with Jira Service Management

Deliver the core of your ITSM strategy using Cprime Jira Service Management templates and scale the proven framework with custom workflows when your team is ready.

Design and Build Full-Scale ITSM Practice with Atlassian Platinum Partner – Atlassian Implementation

Use integrated solutions from Atlassian and expertise of the ITSM Specialized Platinum Partner to design and automate an end-to-end ITSM practice: Jira Service Management + OpsGenie + Statuspage + Insights + Confluence - for efficient Incident Management; Jira Service Management + Insights + Confluence + Trello - for the high-powered Problem Management, Jira Service Management + Insights - for continuous improvement and Change Management.
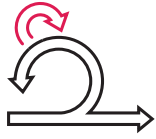
Use The Power Of Intelligent Automation - Enterprise Solutions

Leverage our 30+ partnerships with leading enterprise tooling vendors to help your team implement ITSM in the context of the larger value streams, maximizing the effect of automation on team performance and user satisfaction.

Automate, Integrate, and Orchestrate - Enterprise Integration

Automate routine operations and integrate ITSM solution with the product development team toolchain to decrease issue handoffs between teams, manual and duplicate work, eliminate errors, build in-depth reports, and generate meaningful insights.
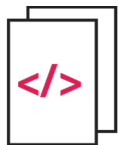
Extend core functionality with Custom Add-Ons - Application Development

Extend the out-of-the-box ITSM solutions with custom plugins, add-ons, extensions, and connectors, or build on top of the marketplace apps to leverage the best of the market tools and benefit from customizing them to fit your unique needs.

Scale ITSM Across The Whole Organization - Enterprise Service Management

Overcome sporadic communication between development and back office teams, dispersed value streams, irrelevant and redundant tooling, or lack of automation. Synchronize your marketing, HR, legal, finance, and product development teams so they are ready to take action!

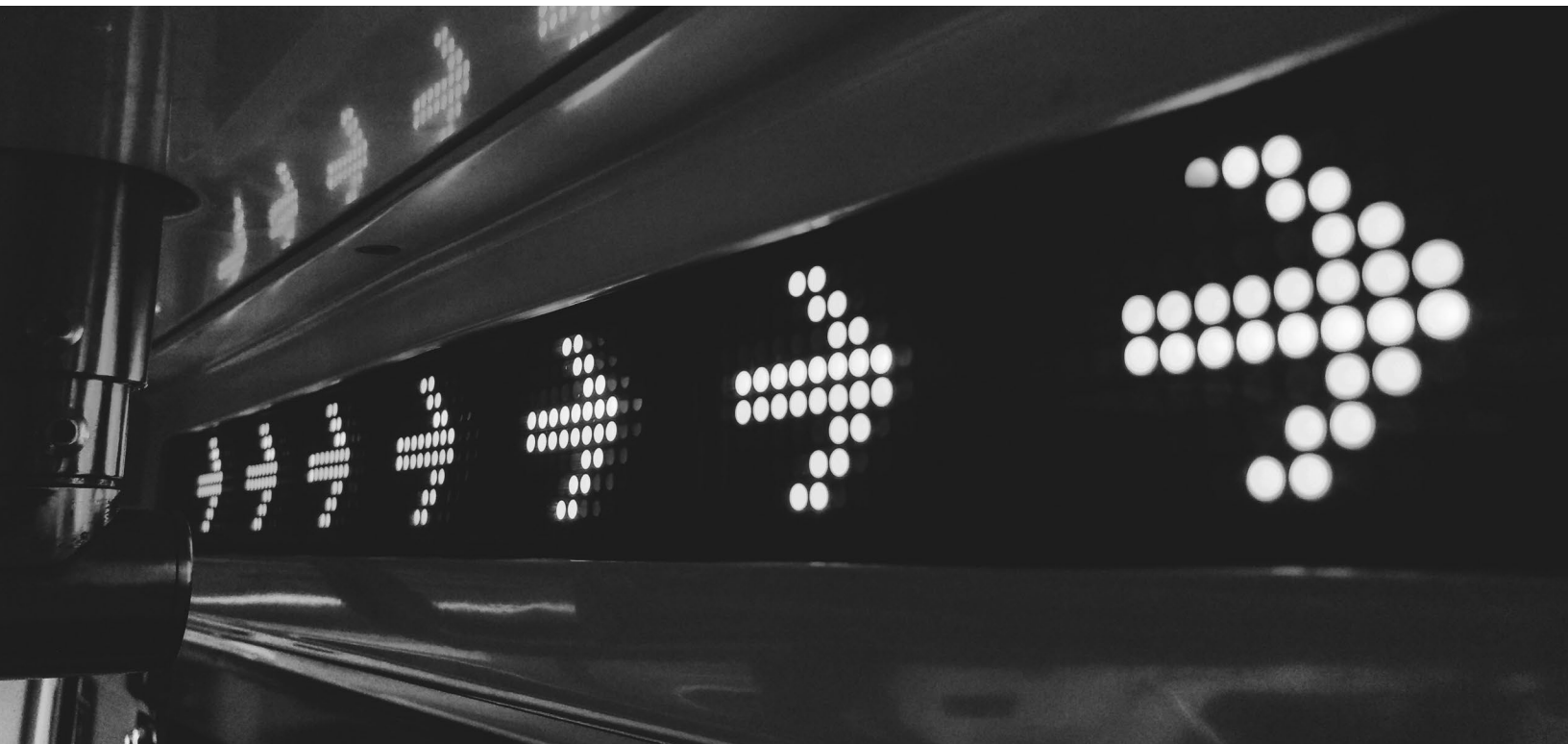# Harness Technology to Become More Customer-Centric

Design your ITSM approach with the help of a trusted advisor with experience, expertise, and a holistic vision.

Get support to install the ITIL framework, define the comprehensive list of IT services you provide, design the critical pieces like SLAs and response metrics, and set up the toolchain to make sure you deliver against your promise. Optimize your asset and configuration management, and transform how knowledge is accumulated and shared across teams from support to development, and product design. Everything with one focus – to keep your customer happy.

Work with our experts today at cprime.com

ATLASSIAN	ATLASSIAN	ATLASSIAN	
AGILE AT SCALE Specialized	**ITSM** Specialized	**CLOUD** Specialized	Jira Align SPECIALIZATION

Cprime Partnerships

With over 30 partners, Cprime is committed to growing mutually beneficial alliances to deliver more value across all of Cprime's Trainings, Products, and Services. View All Partners
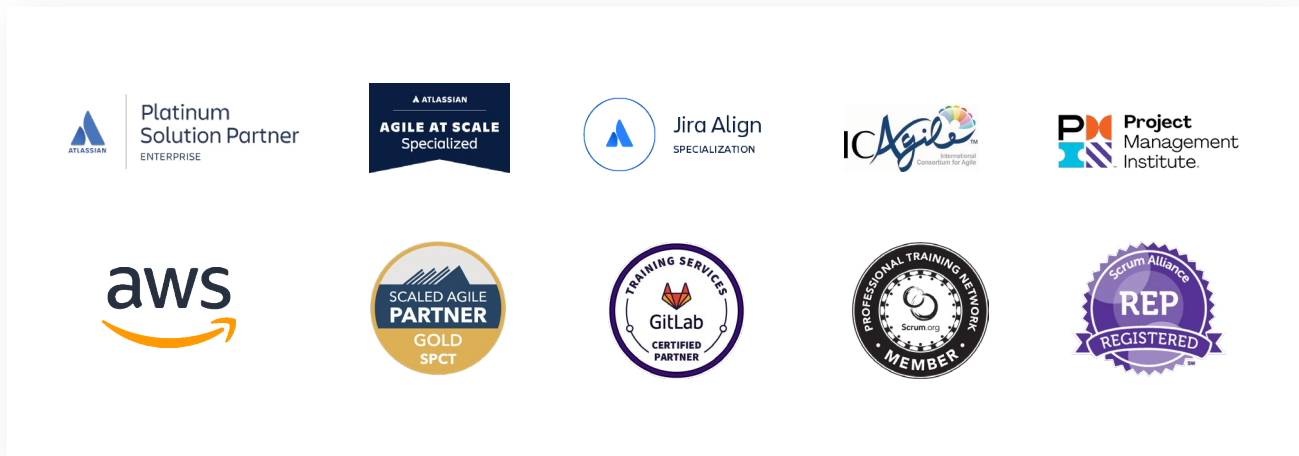
Additional Resources

Webinars

Enroll in a 60-minute web seminar that discusses key management practices, research, and current trends.

White Papers

Resources written by our experts about topics ranging from leadership to Agile to DevOps.

Blogs

Featuring real world stories from our subject matter experts and original research.

Case Studies

Read up on transformations and key results from companies across the globe who have utilized Cprime.

Tutorials

We have a wide variety of tutorials and how to's for you to advance your skillset.

Templates

Improve your processes by using one of our pre-existing templates.

Lead your organization to success.

We help you build knowledge and transform your skills to rapidly improve your organization's business process.

50	250+	20+
Fortune 100 Companies	of Fortune 500 Companies	Countries Served

About Cprime

Cprime is an industry-leading, full-service global consulting firm with a focus on providing integrated and innovative solutions around digital transformation, product, cloud, and technology. With over 20 years' experience, we provide strategic and technical expertise to businesses across more than 50 industries. Our team of advisors and technical experts have the know-how to meet organizations where they are to develop actionable solutions and solve business challenges. We also collaborate with our expansive network of partners to design, deploy, and harmonize technology stacks across organizations. Our mission is to empower visionary business leaders and teams to reimagine the future of work to achieve better outcomes.

Chat with our experts to get started.

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Visit us at cprime.com or call 877.800.5221 (US) +44 (0) 203 811 0424 (UK)