HOW BUSINESS TRANSFORMATION IMPACTS IT SERVICE MANAGEMENT

Top factors creating demand for IT service management include:
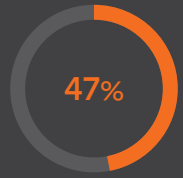
61%
Growth of applications

58%
Business transformation initiatives

50%
Need to increase productivity

47%
Reducing support costs

As a result

62% of Orgs are experiencing increasing service requests

52% are impacted by limited budgets

And at the same time, User expectations are increasing

79% of users expect on demand resolution

What can be done to improve IT Service management?

68% say Improved End-user Self-service

61% say Increased Automation

BladeLogic Atrium Orchestrator can help

Automate employee onboarding

Enable self-service help (e.g. password reset)

Accelerate help desk ticket resolution

Sychronize tickets across help desks

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