

Dynamic solution for Modern Enterprise Service Management



The Challenge

- Siloed, traditional ITIL practices can drive increased manual work effort which is unneeded in today's modern private and public cloud infrastructures.
- Many ITSM solutions are "cloud based" but have limited integration to other cloud services.
- Agile Development and DevOps demand greater integration between application management, service management and the cloud.
- Bring-Your-Own-Device (BYOD) policies and advent of advanced technologies such as big data and IoT are driving the cloud-based ITSM market.

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Success today involves evolution from traditional, "pre-cloud" IT service management systems to Modern Service Management solutions optimized for today's new hybrid technology landscape.

Cloud technologies such as Azure require evolved operations and service delivery models not available in traditional ITSM solutions. Microsoft services responded to the challenge by defining an evolved approach to IT service management called "Modern Service Management" to address gaps between managing traditional IT systems on-premise, and managing virtualized on-premise services or cloud-born services such as Azure, and Office 365.

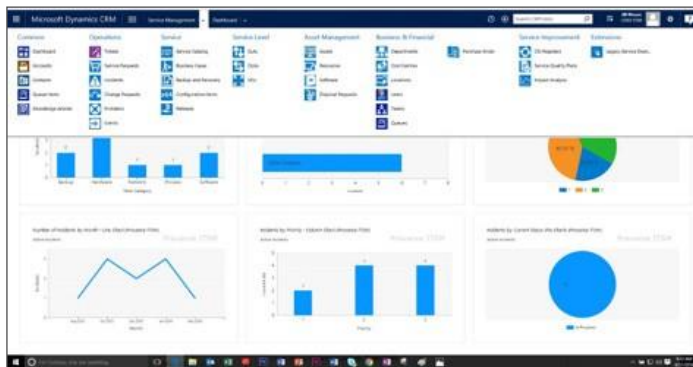
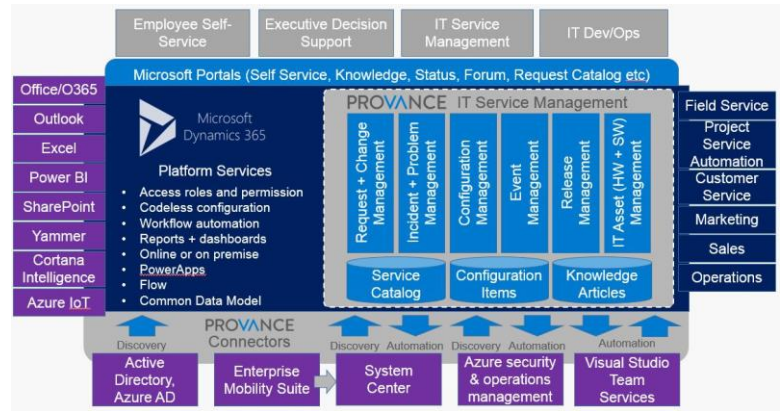
Modern Service Management powered by Microsoft Dynamics 365 provides a complete view of services deployed across cloud and on-premise environments. It allows you to support traditional ITSM workloads while leveraging investments in Microsoft productivity capabilities, providing a platform for a modern service management future.

Modern Service Management Benefits

- **Ease of Administration:** Reduced cost of administration, configuration, and little need for development resources.
- **Simple license model:** Single user license model for multiple workloads across business functions well beyond IT Service Management workloads.
- **Business Analytics:** Dashboards, reporting, business analytics and Dynamics Excel Templates provide customers with invaluable insights based on real time data.
- **Seamless Integration:** Built-in integrations with Microsoft solutions, including Office 365, System Center, Team Foundation Service, Operations Management Suite and Azure.
- **No Vendor Data Lock-in:** Flexibility to move and operate on-premise and in the cloud, and user-friendly access to data in Dynamics 365.

Provance Modern Service Management Solution

Provance IT Service Management (ITSM) and IT Asset Management (ITAM) solution powered by Microsoft® Dynamics 365, manages and integrates the delivery of IT services across hybrid environments. Built-in integrations with Azure security and operations management (formerly Operations Management Suite) and System Center manage the delivery of modern and traditional IT services using a single solution. Provance ITSM provides a single environment for consolidated and optimized management of hybrid IT infrastructure.



The powerful Dynamics platform provides you with unparalleled flexibility and performance. Provance ITSM can be hosted as a SaaS, cloud hosted or on-premise solution, and your deployment is completely portable between environments.

Provance ITSM is administered within Dynamics 365, taking advantage of the platform's ability to manage users, and easily modify and automate your solution without coding. Accessed through the Dynamics 365 browser interface and self-service portal, users enjoy an easily tailored experience from any device, browser or location. Provance ITSM has achieved PinkVERIFY® status for 11 ITIL® processes, and thanks to Dynamics 365, is simple to extend and configure to meet most business process needs.

Thanks to integrations inherent in the Microsoft Cloud, the following integrations are available:

- Office 365 integrations to web applications (Excel, SharePoint, Outlook, Office 365 Groups, Word, OneNote)
- Skype for Business for chat integration and presence
- Integrations with Microsoft Azure, leveraging Azure Webhooks or Azure Service Bus
- System Center Operations Manager and Azure security and operations management (formerly Operations Management Suite) for Incident and Event Monitoring
- Active Directory and/or Azure Active Directory for identity and access capabilities
- System Center Configuration Manager, Orchestrator or 3rd party automation platforms for automation, configuration and asset management
- Visual Studio Team Services to support a DevOps Toolchain
- PowerBI for analytics against operational data



Virtually every feature that makes Dynamics 365 an award winning solution is available for IT Service Management purposes including 360 degree view of the customer, multi-channel support, and social listening.



For more information, visit: www.provance.com/ITSM