PROVANCE

Provance IT Service Management — a PinkVerify™ certified solution powered by Microsoft Dynamics® 365. Increase revenue, decrease costs and empower teams to deliver great customer experiences.

Are you struggling to provide outstanding customer service while containing costs in the face of rising customer expectations, shrinking budgets and diverse customer environments? In today's environment, maintaining strong working relationships, responding quickly and accurately, keeping costs low and showing your value to current and future customers, are crucial to remain competitive.

Provance® IT Service Management extends the powerful and intuitive Microsoft Dynamics® 365 platform, turning it into a flexible and cost-effective IT Service and Asset Management solution that empowers Managed Service Providers (MSPs) to deliver exceptional customer service. Powered by Dynamics and with native integration to Office 365™, Provance IT Service Management is optimized for use with Microsoft cloud solutions and System Center, letting you capitalize on your existing investments and the familiarity of Microsoft productivity and management tools. As a PinkVerify™ certified solution for 11 ITIL® processes, Provance ITSM lets you leverage built-in best practices to streamline service processes without compromising user experience for agents or customers.
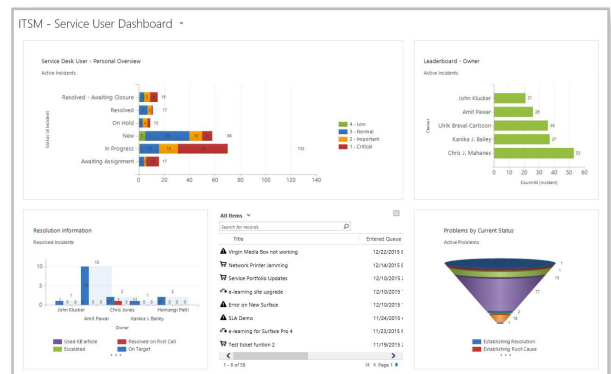
Key Benefits

Increase Customer Satisfaction. Deliver expertise and value while responding swiftly and accurately to issues—see at-a-glance account details, services, related assets, escalations, SLAs, history and more. Provide personalized and immersive client experiences with quick and easy retrieval of important information.

Gain a Competitive Edge. Tailor service offerings to meet unique customer requirements without causing internal disorganization or increasing workloads and costs. Give customers' familiar tools to use and flexibility on how to work with you.

Enable Better Decision Making. Get greater clarity and visibility with service-related dashboards and Power BI integration capabilities. Use customizable Microsoft Word and Excel templates to instantly collect, correlate and aggregate real-time data from a single customer or across segments or service areas.

Maximum Flexibility. Deploy anywhere and manage anything. Available as an online or on-premise solution and accessible from any device or location. Manage services regardless of the environment (cloud, on-premise, or a combination) on Microsoft or non-Microsoft infrastructure.

Take advantage of Provance IT Service Management productivity-boosting features for improved customer satisfaction

Incident, Change, Service Request Fulfillment and Problem Management. Gain ITIL® best practices for services-centric IT processes right out-of-the-box. Intuitive dashboards and workflows increase efficiency and reduce time spent. Automated issue escalation and auto routing of incidents and service requests ensure a faster resolution with minimum customer effort. Step-by-step guidance reduces errors and produces consistency.

SLA Management. Manage distinct SLAs for unique customer needs and environments. Countdown clocks, color-coded icons and notifications warn of impending SLA breaches, keeping you on task and letting you gage issue resolution priority based on the service level for each customer.

Release and Deployment Management. Facilitate internal and external communications and keep important software updates and deployments organized.

IT Asset Management. Take control of costs, increase efficiency and reduce risk with the management of hardware and software assets across the entire life cycle, from request to disposal.

Self-Service Portal. Deflect tickets and provide your customers with a way to efficiently and effectively resolve common and minor IT issues. Fast, lightweight and completely configurable, you can also tailor and personalize a separate self-service web portal for each of your customers.

Knowledge Management. Easily create knowledge base articles and publish within the customer self-service portal or to internal teams. Tickets also display relevant associated knowledge base articles, giving you the information you need right within the same view.

Code-Free Configuration. Easily modify to suit your unique organizational needs—no developer skills required.

Powered by Dynamics 365. Flexible, intuitive, simple-to-use and with easy access to context-sensitive information. Build on the familiar and keep important information together all within a single platform. Available either online or on-premise.

Office 365 Integration. Empower internal teams and improve your customers' experience by using familiar tools—Word, Excel, OneNote®, SharePoint®, Outlook®, Skype® for Business—that increase productivity, improve team and client collaboration, and deliver easily creatable and customizable business documents and reports.

Connect with Microsoft Management Solutions: Continue to leverage your current and future investments in Microsoft technology and maximize ROI. Regardless of whether you're using System Center Configuration Manager, Operations Manager or planning on implementing Operations Management Suite for its log analysis, or in the process of putting applications on Azure—Provance IT Service Management can connect and, when needed, import relevant information.

PinkVERIFY™ 2011 — 11 PROCESSES

Boost productivity. Streamline processes. Deliver first-rate customer service.

Visit us at provance.com/ITSM