

# Enterprise Service Management (ESM) Café solution

## Seamless service experience by integrating IT, HR, facilities, security, and project portfolio management

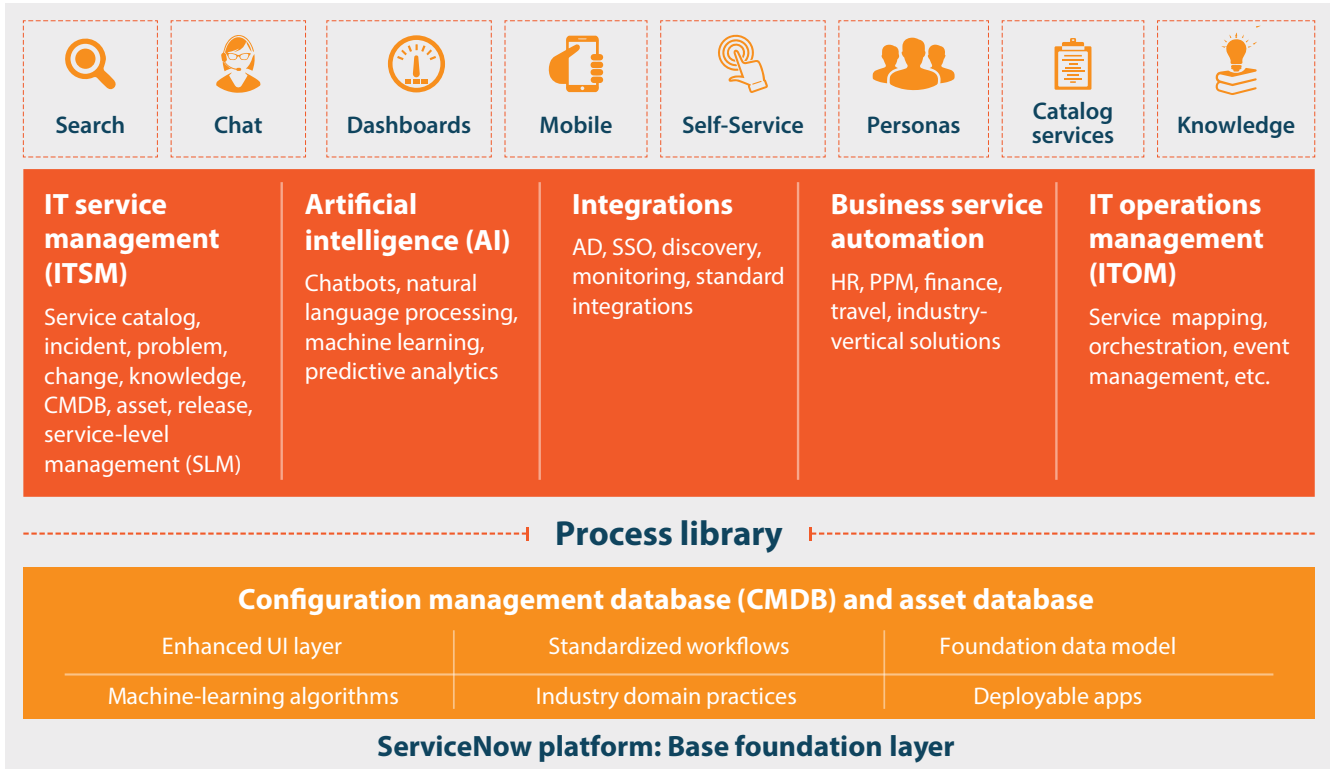
Enterprise Service Management (ESM) Café is the Infosys Gold image of ServiceNow with 30+ plug-and-play solutions. The ESM Café App Store:

- Is a one-stop shop for all enterprise IT and non-IT service management solutions
- Comprises preconfigured process templates and a ServiceNow configuration giving a head start to the implementation project
- Enables reduced time to market for customers by enabling plug-and-play solutions

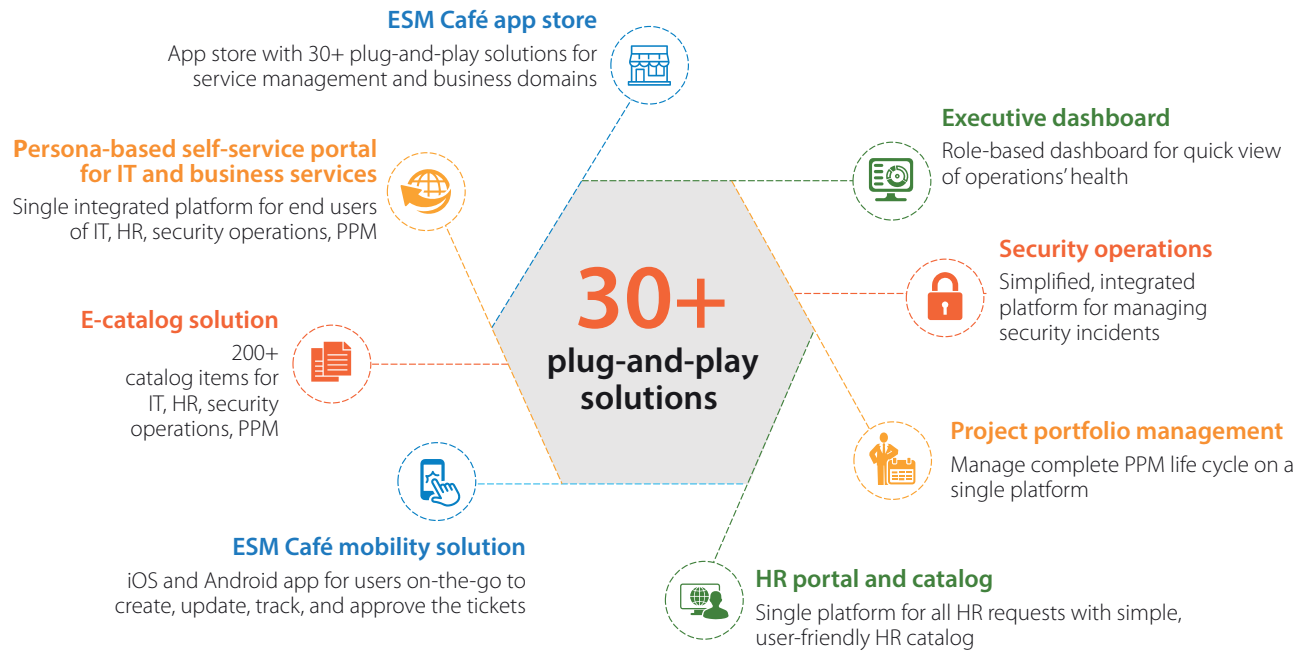
### Key focus areas

AI-driven automation	IT operations management	User experience and mobility	CXO / service management dashboards	Business domain apps	Platform integrations
Leverage machine intelligence and bring in automation for improved service delivery and reduced cost	Service watch, password resets, orchestration, discovery, etc.	iOS and Android app for end users and IT infrastructure library (ITIL) users; five variants of plug-and-play UI portals, multiple personas, and complete usability solution	CXO / service management dashboards: Intuitive preconfigured reports and dashboards	Business apps automated in ServiceNow for HR, PPM, CSM, etc.	Integration as a Service (IaaS) solutions using ready-to-consume application program interfaces (APIs)

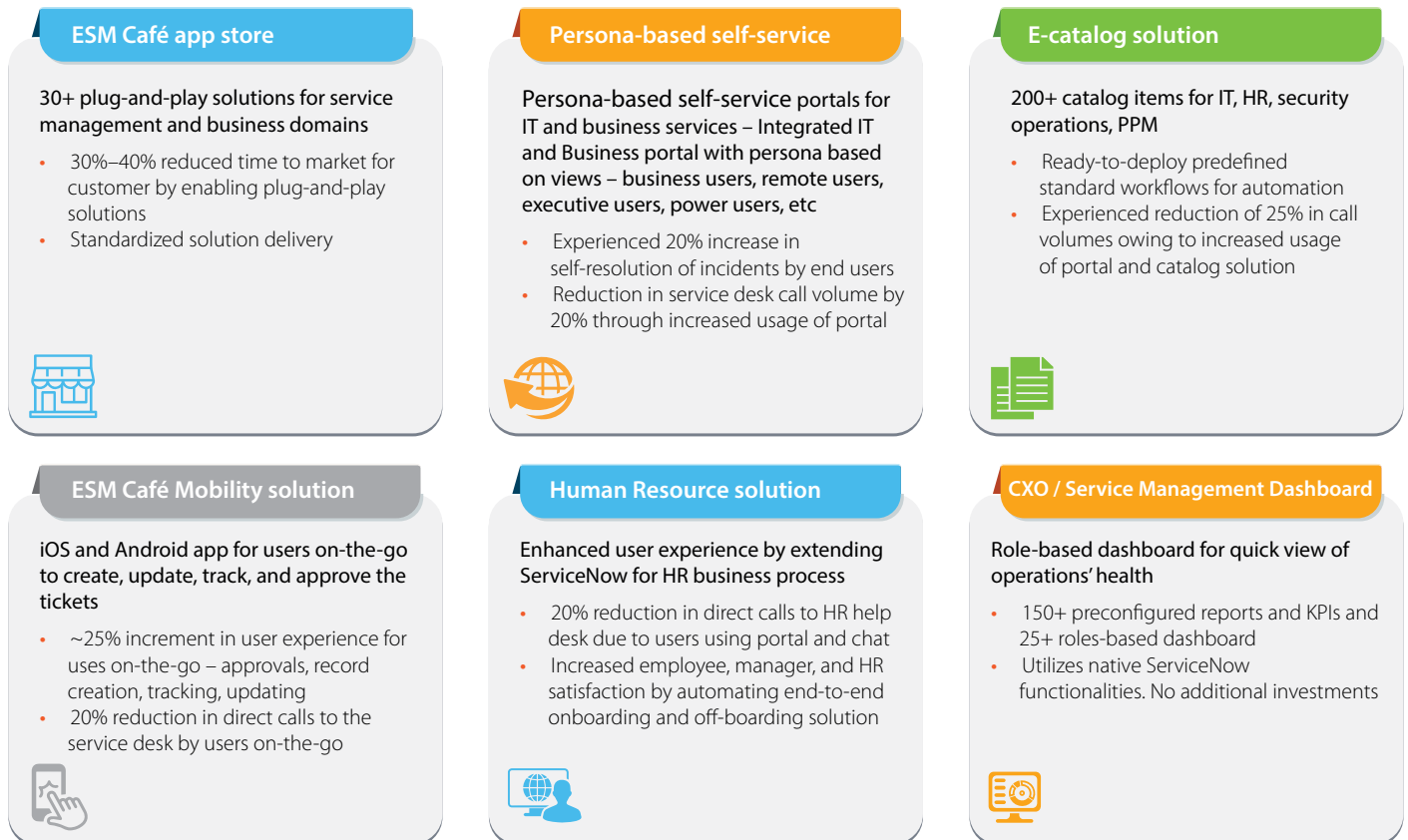
### Solution overview



## ESM Café solution highlights: 30+ plug-and-play solutions for IT, ITSM, and Business Services



## Benefits



For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

Infosys®

© 2017 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names, and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording, or otherwise, without the prior permission of Infosys Limited and/or any named intellectual property rights holders under this document.

Stay Connected    