

Enterprise Service Management (ESM) Café solution

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

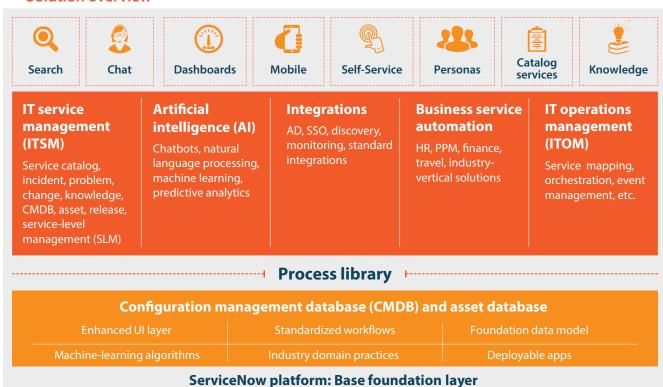
Enterprise Service Management (ESM) Café is the Infosys Gold image of ServiceNow with 30+ plug-and-play solutions. The ESM Café App Store:

- 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

Al-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 (laaS) 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

ESM Café app store

30+ plug-and-play solutions for service management and business domains

- 30%-40% reduced time to market for customer by enabling plug-and-play solutions
- Standardized solution delivery



ESM Café Mobility solution

iOS and Android app for users on-the-go to create, update, track, and approve the tickets

- ~25% increment in user experience for uses on-the-go – approvals, record creation, tracking, updating
- 20% reduction in direct calls to the service desk by users on-the-go



Persona-based self-service

Persona-based self-service portals for IT and business services – Integrated IT and Business portal with persona based on views - business users, remote users, executive users, power users, etc

- Experienced 20% increase in self-resolution of incidents by end users
- Reduction in service desk call volume by 20% through increased usage of portal



Human Resource solution

Enhanced user experience by extending ServiceNow for HR business process

- 20% reduction in direct calls to HR help desk due to users using portal and chat
- Increased employee, manager, and HR satisfaction by automating end-to-end onboarding and off-boarding solution



E-catalog solution

200+ catalog items for IT, HR, security operations, PPM

- Ready-to-deploy predefined standard workflows for automation
- Experienced reduction of 25% in call volumes owing to increased usage of portal and catalog solution



CXO / Service Management Dashboard

Role-based dashboard for quick view of operations' health

- 150+ preconfigured reports and KPIs and 25+ roles-based dashboard
- Utilizes native ServiceNow functionalities. No additional investments



For more information, contact askus@infosys.com



