Solutions for IT and Enterprise

Business Challenge

Companies are struggling to manage the escalating workload across all types of service management organizations from IT to business functions. Requests for services and information continue to grow. Assets proliferate and the need to manage the entire lifecycle is complex. Change and risk management, particularly for IT, is an important area. Companies seek to eliminate manual activities and leverage new technologies to improve productivity and efficiency.

Serviceaide Solution

Service Management must evolve beyond traditional models to meet complex, real-time demands efficiently. By leveraging automation and AI, you can change how you do business. Serviceaide can automate processes across technical workflows, business processes and services. With ChangeGear Digital Service Management, you can empower the business to operate and thrive in a rapidly changing, digital world.

Introducing ChangeGear Digital Service Management Solutions

ChangeGear Digital Service Management is a comprehensive AI-driven, automated service management solution that includes everything needed for IT or Business. You will be able to provide great user experiences and efficiently manage all services, processes, and assets. Our AI-first offerings provide sustainable productivity and operational cost improvements at a level only possible in systems designed to leverage Generative AI.

Standard in all ChangeGear Digital Service Management Bundles

- **Virtual Agent** provides AI-guided service management. A digital experience provides staff-less Tier-1 assistance for users handing information and service requests 24X7, with the ability to transfer a chat to staff.
- **GenAI-based Knowledge Management** puts an end to employees struggling to find information. The GenAI-based knowledge management will guide users to the information they need and recommend and draft new content. Analysts can evaluate and add content articles as they are formed. Companies can decide what external content can be created and leveraged outside of their organization.
- **Asset Management and Discovery** provides better awareness, control and tracking of assets through built-in discovery that automatically populates a CMDB. Never get out of synch with networked or the cloud-based resources, and a mobile application reduces the effort to manage assets where they live whether networked, physical, or IP.

- **Governance Change and Risk (GCR)** provides advanced change management to plan and manage changes of any type, actively managing risk and meeting the most stringent control and audits of highly regulated industries.
- **No-code Customizable Workflows and Automation** allows a new level of productivity and business agility to define processes best suited to your business, with the flexibility to create unique flows to handle specific types of changes, services, and asset types, and user groups.

Compare our standard world-class, digital features with anyone else, then pick the product that best suits your business needs.

IT Digital Service Management Software (For ITSM)

Transform your IT services with an AI-first ITSM+ITAM solution. You can enhance self-service capabilities to handle 50+% of user requests digitally. This package offers all the advanced IT functions mature organizations require with advanced AI capabilities and knowledge management. Improve operational efficiency and user experiences. Key capabilities include:

- GenAI-based Virtual Agent supporting MS Teams, WeChat, Slack, WhatsApp, browser-widgets
- Incident management
- Service request management
- Problem management
- Service catalogue management
- Service level management
- Governance, risk management, and compliance (change management)
- Release management
- GenAI-based knowledge management, search, precise answering, recommendations, and article drafting

- Service configuration management
- Asset management and discovery
- Measurement and reporting
- No- code flexible drop and drop workflow engine
- Unlimited automations
- 5 Brandable self service portals
- Mobile voice-enabled application
- Development/test environment
- Free version upgrades (for cloud)
- SOC II compliance
- Hosted in a secure ISO2700, SSAE 16, ISAE 3402 type 2 datacenter

Enterprise Digital Service Management (For Enterprise and Business Functions)

Enterprises that provide diverse and unique ServiceOps choose our enterprise version. You can orchestrate business processes across multiple departments. You can manage information across the entire enterprise as well as create new content as needed. With advanced AI capabilities, Luma Copilot helps reduce the load on service staff with recommendations, predictive capabilities and more.

In this version, you receive everything that is included in the IT Digital Service Management solution plus the following:

- **Unlimited Flex Modules.** You can use a no code, flex module to configure a service for any department or business function. Flex Models give you the ability to easily set up non-IT workflows tailored for any functional or departmental need. It provides customization capabilities without an extensive professional services engagement.
- **Business Process Orchestration.** You can handle complex process automation spanning multiple applications and departments. Capabilities extend across internal and external stakeholders.
- **Knowledge Anywhere.** In addition to knowledge management, this includes an enterprise knowledge hub based on KCS principles. You can solve user access problems and manage enterprise knowledge. No matter where the information sits or its lifecycle. Harness all your information from websites, Confluence, SharePoint, custom apps, wherever it is stored.

- **GenAI-based Copilot.** Additional AI capabilities improve productivity of organizational teams and the processes they interact with. Copilot uses GenAI and machine learning to enhance staff with productivity boosts such as recommendations, summaries, and trends. Processes and workflows are optimized to improve request and service processing.
- **Unlimited Brandable Self Service Portals.** You can create a customized self service portal for each department or function as required. They are easy to re-brand so each organization feels they have a personalized space.

ChangeGear Digital Service Management solutions support over 30 business applications, and all the leading communication channels.

Analyst

With **Luma Copilot**, analysts can view summarized tickets to speed review.

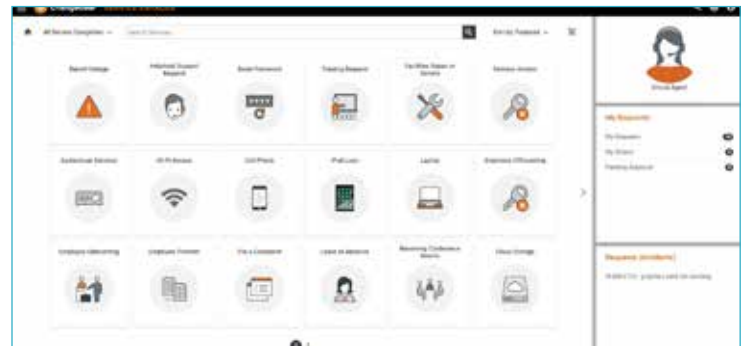The improved **Design Studio** allows an analyst to quickly start designing a new process with an intuitive view and simplified approval phases.

End user

A **self-service portal** provides an information rich source for end users to access information or request help from a virtual agent.

A **comprehensive service catalog** encourages end users to find services for common use cases from password reset to employee on boarding.

To learn more, contact a solution expert today. Visit us at www.serviceaide.com.

About Serviceaide

Serviceaide is a leader in modern service and support. Serviceaide's vision is to transform service management, across business and customer service. Serving customers worldwide, Serviceaide applies breakthroughs in artificial intelligence, machine learning, and natural language processing to deliver better experiences, provide enhanced selfservice and empower service owners. Serviceaide transforms service through digital labor conversations, automation, and knowledge. For more information, visit www.serviceaide.com.