

USE CASE

MEET ANDREA

Cybersecurity Officer, DoD Agency

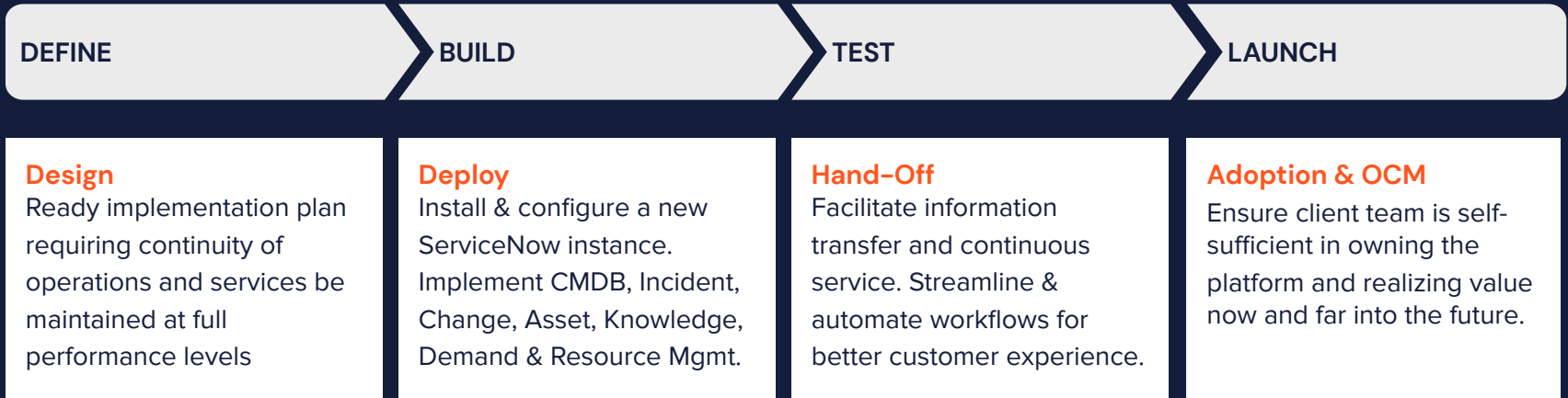
Needs a **single platform** to manage IT **configurations, assets and business processes** across highly secure, mission-critical systems.

Ready for a solution that will **enable process automation**, saving time and effort across departments and lead to **greater efficiency & visibility**.

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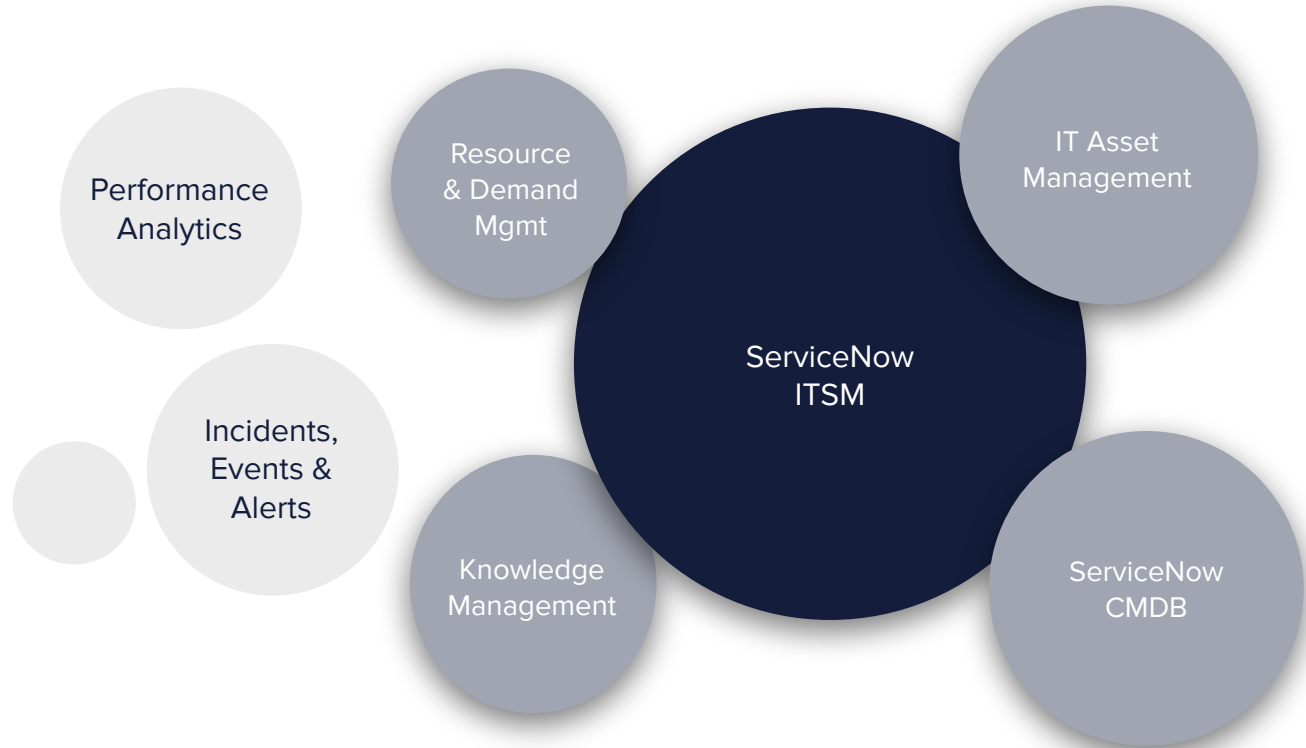
HOW WE HELPED ANDREA WIN.

12-14 week process:



USE CASE

SOLUTION SCOPE



OUTCOME

Next-Generation CSX from a Streamlined ITSM Platform

CMDB to provide business context of implemented IT products and configurations.

Find Flow in your ITSM operations & customer experience.

- Incident Management for rapid restoration of customer services
- Change Management to control configuration changes
- Asset Management supports stewardship of owned IT products
- Knowledge Management creates a single authoritative source
- *Plus:* Financial Planning, Demand Management, Resource Management & Performance Analytics

