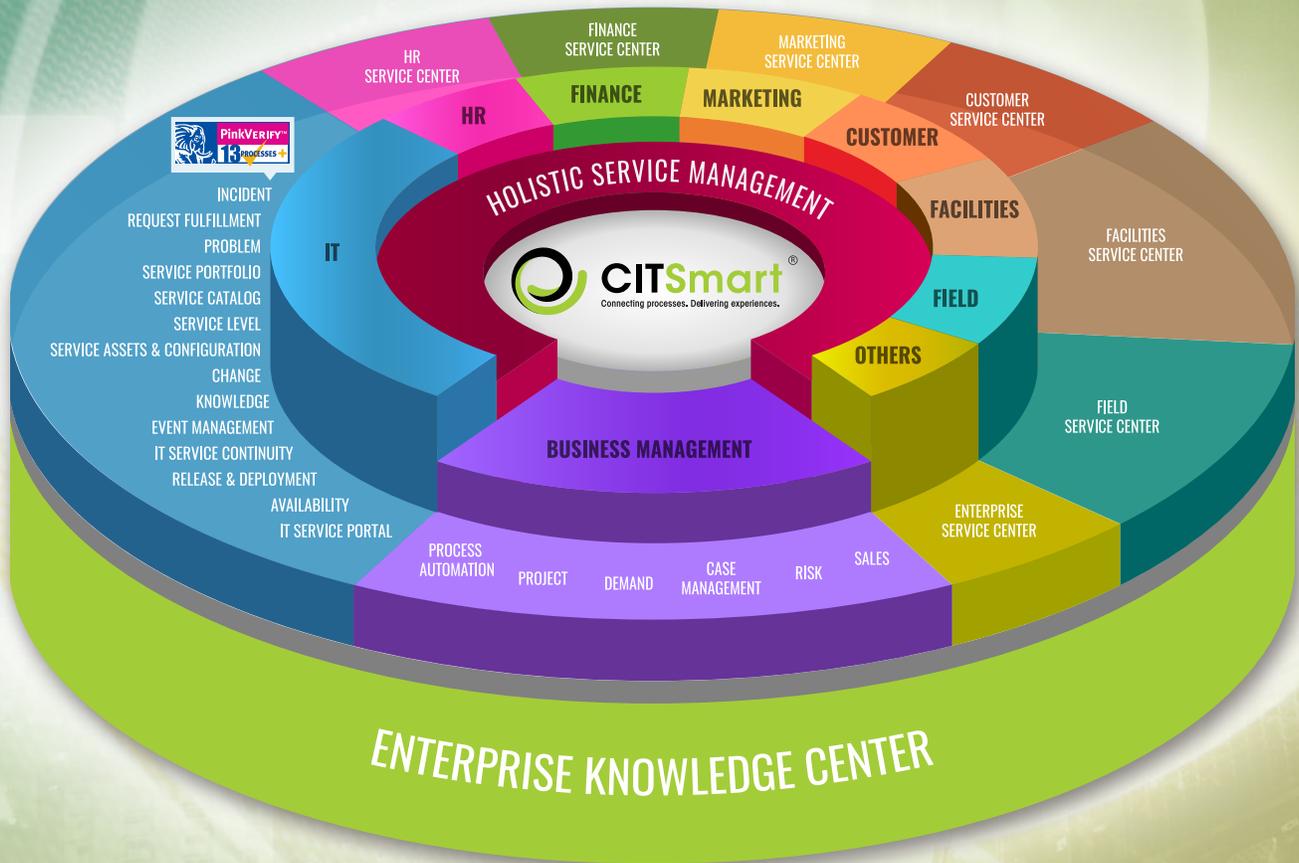


# CITSmart provides a 360 holistic view of **your entire business**





## Service Excellence Driven

Service Management isn't just for IT anymore. As digitization spreads across enterprises, it serves the needs of all departments. Service Management has expanded to represent new ways of supporting the entire business, thus aligning departments eliminating silos, synchronizing resources for better utilization, automating processes for better service consistency and providing better manageability for the entire enterprise thus reducing costs.

What plagues most companies lies in defining what separates a good customer experience from a poor experience. In today's business world, quite often the needs of the business over shadow the needs of the customer.

At CITSmart, we believe the customer experience should be the focus. To go one step further, it's how you connect all your services and processes together to achieve customer success.

Let our solution eliminate the GAPS between IT, Operations, Sales, Finance, HR and your entire business



## Are You Agile Enough?

If your Service Management platform is not able to adapt, integrate with other systems or grow and evolve; it could pose future problems as your company's needs change over time. With CITSmart, you can:

- Use as a standalone system or as a complimentary management interface system integrated into your existing investment.
- Utilize cross divisional synchronization capabilities to provide better insight into change management, process improvement and service execution.

# All in one

- FULLY ADAPTABLE ○
- COMPATIBLE ○
- INTER-CHANGEABLE ○
- REDUCES MANUAL INPUTS ○
- SAFE = LOWER RISKS ○



- ENABLES USER EMPOWERMENT VIA SELF-SERVICE & SELF-HEAL ○
- INTELLIGENT SEARCH RECOGNITION ○



EXPERIENCE CENTER

- LIFECYCLE SUPPORT
- AFFORDABLE PRICING MODEL
- COMPREHENSIVE
- CERTIFIED IN 13 PINK VERIFY PROCESSES



- VALUE-DRIVEN ROI ○
- ACCELERATED DEPLOYMENT ○
- CONTINUOUS PROCESS REFINEMENT ○
- SERVICE EXCELLENCE ○



○ CUSTOMER CENTRIC FOCUSED



## How Do You Become Customer Centric?

The key to a successful Customer Experience is for your solution to be Customer Centric. Our solution provides you with the ability to reduce friction between business levels and departments, create and integrate workflows as your business evolves, and deliver results quickly thereby improving time to value for your business.



## Economical To Own

CITSmart is very economical to own and is scalable to support any size of business. Our standard solution includes access to all service modules (ITSM, ESM, CSM, HR, etc.) and without license charges. In addition, we customize our solution to fit your specific business needs. That's the CITSmart difference.



## Take Charge Of Your Service Experience

Many clients want a simple, easy to use platform that provides great visibility into their environment. In addition, a platform that is also holistic so that you can see across your entire environment while connecting all points in between. CITSmart offers you full control of the experience, not just parts of it.

- Navigate workflows from any device through a single pane of glass while viewing your entire environment and utilizing a system that self learns using predictive analytics.
- Eliminate siloed, separated and dysfunctional business units with CITSmart.

**CITSmart is a revolutionary Business Management System that provides a Holistic 360 view of your Service Management environment.**

Manage your entire company workflows from one single integrated platform and deliver service excellence to your entire business, not just IT. We streamline your processes across all departments, thus orchestrating your resources for better efficiencies, and innovating the technology utilized to provide service to your end users. **Any Service, Any Process from Anywhere.**



## Get The Exact Results You Want

With CITSmart you will be able to remove barriers that often lead to inconsistent service and complexity, thus providing service in a more precise, organized and consistent manner.



## The CITSmart Advantage

CITSmart delivers Automation-based cost controls from Day One, faster operations throughout the organization, and greater productivity — while providing you with real-time performance/productivity “snapshots” for individual business units and for the entire company. CITSmart is made for business, not just IT. Competing solutions often focus on a fraction of your business and require additional IT implementation to include additional business modules, which translates into higher costs. **With CITSmart, everything already comes standard and is economical to purchase, implement and run. Digital isn't slowing down, and neither will your business with CITSmart.**



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