

celonis

FRictionless IT SERVICE MANAGEMENT

A new path to value creation



Digital transformation initiatives are hitting every department of the enterprise -- leaders across your business are pushing to upgrade systems, implement new tools, and digitize new workflows. The result? An enterprise tech stack that is increasingly heterogeneous and more complex for your team to deploy, support, and optimize.

With all this complexity, optimizing your ITSM process across business units, systems, and processes can be a challenge. But with the visibility to know where to focus and the tools to turn those insights into action, service management can increase their impact on the business.

Common roadblocks to ITSM success



Extended system downtime and productivity loss



Low first-contact resolution rate



High rate of SLA violations



Frequent ticket escalations and high reopen rates

Deliver a seamless employee experience without sacrificing service desk productivity.

- Discover root causes and patterns in your incident management process and drilldown to deliver higher first-time ticket resolution and reduce system downtime.
- Implement proactive alerts, automations, and workflows to enhance your team's decision-making. Help them prioritize manual steps and automate rote tasks, so they can focus on strategic work.
- Monitor ticketing process changes and quantify the impact of your initiatives on key business metrics. Measure adoption and conformance to new processes and identify causes of non-compliance.

How it works

What makes Process Mining technology so revolutionary? Imagine having a system that looks at your processes, across your entire digital footprint, and gives you an objective, as-is visualization of the current state of your operations. Then, imagine your team is empowered with AI-based tools to turn the insights from that visualization into measurable enhancements to your processes – and monitor those improvements on an ongoing basis.

Example: Reduce service desk rework

1. Visualize your organization's processes as they are running through your incident management system.
2. Uncover the bottlenecks and issues that are affecting your KPIs like maverick buying, manual steps, or user workarounds.
3. Trigger intelligent alerts and automations to course correct user behavior before it impacts your KPIs.
4. Monitor the effect on process adoption and process performance.

Key features



Discover

Event Collection and Process Mining algorithms: Connect to your new and legacy systems to create an objective visualization of your as-is and to-be processes.

Process Analytics: Use AI to pinpoint root causes of issues and discover which actions you could take to improve the performance of your new system.



Enhance

Action Engine: Now that we know which deviations cause friction and drive down adoption, set up rules to watch for them and adjust or alert in order to avoid them

Workflows: Automatically update data in underlying systems to enforce optimal processes and help users get the most out of the new system.



Monitor

Transformation Center: Track the impact of process enhancements over time. Use collaborative tools to bring the whole organization together to continue making improvements to processes over time.