

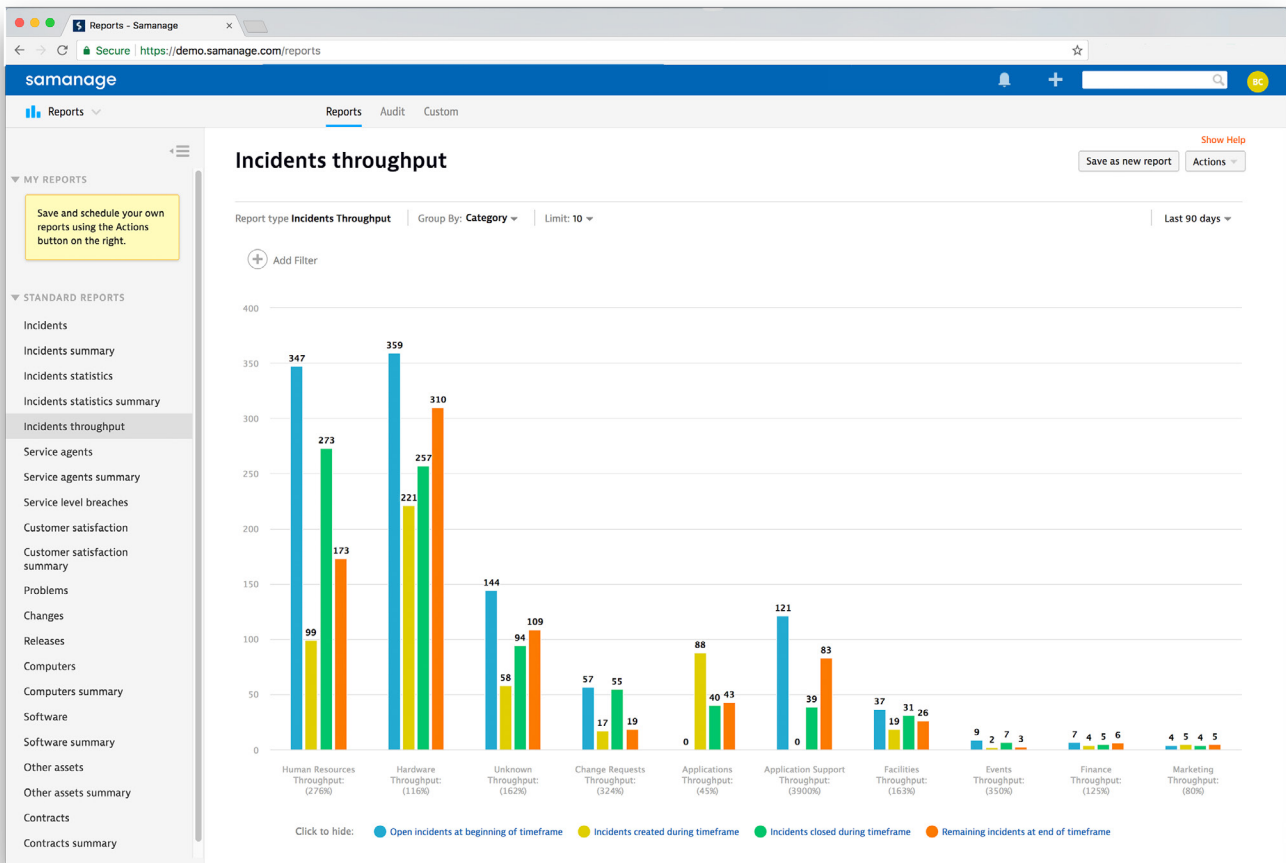
## Happy Employees Are More Productive.

Your employees serve your customers and work to keep your business running every day. But, when they can't get the internal services they need, or have a technology issue slowing them down, they can get frustrated and become less productive. Keeping your users smiling with exceptional customer service is something that shouldn't be complicated.

Samanage offers a solution that makes a big impact to every single user at your organization. Users can have one solution to manage all of their internal service needs - from IT services and trouble tickets, to any other function in

your company. Everyone can have complete transparency into the status of their service requests and tickets. Your technicians can quickly resolve issues, increase customer satisfaction, and get more work done.

And, the best part? Samanage isn't limited to just IT, every service provider within your organization can collaborate within a single solution. Even complex requests that include multiple departments, such as new employee onboarding, can be automated. Samanage is the most reviewed and highest rated IT service management solution, trusted by thousands of organizations and millions of users worldwide.



**Figure 1** Samanage reporting presents the critical metrics and trending analysis you need to continuously improve your organization.

“The transition team at Samanage worked with us very well to get it all up and running. It was a very painless process. Since then their support has been really great. The software is very easy to use and provides seamless integration between their products.”

**Network Administrator**

“After upgrading to Samanage it felt as if we had traded in a bicycle for a Ferrari. Not only is Samanage more feature but it is far easier to use. Our staff were appreciative of the change as well as submitting an incident became much easier.”

**IT Coordinator**

## With Samanage, You Can:

### Give Your Users What They Want

A service management solution isn't limited to your IT department. The ideal ITSM solution impacts all of your users in the best way possible. location information in one place.

- Develop a **self-service** portal that enables all users to access the services they need and communicate easily with service providers.
- Give your users the information they need at their fingertips with a comprehensive **knowledge base** that organizes recurring and/or essential solutions.
- Streamline cross-departmental processes (such as onboarding) through simplified forms for frequent requests with an easy to use **service catalog**.

### Simplify Service Management for Your Technicians

Efficient service management processes help the business move faster and increases employee productivity.

- Make sure employees everywhere have the service and support they need to get their jobs done, with a solution that helps you **scale and grow**.
- Make a **larger impact** by **automating** service delivery and ticket routing, letting the system do the work for you.
- Increase **customer satisfaction** by implementing automated processes, delivering services faster, and understanding how your assets impact users and the business.

### Make Your Organization Productive

Gone are the days of bottlenecks in IT. A successful service desk quickly defines, adapts, and drives success across your organization.

- Formalize your **change and release** policies, giving your organization the ability to streamline processes and address potential impacts before they hit.
- Access current and historical data, analyze trends, and ensure you are driving **continuous improvement** and service success.
- Integrate with hundreds of popular applications such as Google, LogMeIn, Active Directory, Jira, Slack, Okta, and open APIs to **streamline business processes**.

## About Samanage

Samanage, the Service Success Company, is the most reviewed and highest rated IT service desk vendor. Our team is dedicated to helping customers deliver a better and smarter service experience to their employees. Samanage is smart, easy to use, and inspires customers, small to large, to simplify complex tasks and automate services across an organization. With over 1,500 customers around the world, our software can be tailored to meet specific service needs. To learn more about Samanage, please visit [www.samanage.com](http://www.samanage.com) or call 1-888-250-8971.

