

## CONNECT EVERYONE, EVERYWHERE WITH THE SERVICE SUCCESS PLATFORM.

Samanage Enterprise Service Desk is the first and only solution built on the world's leading service management platform, **Salesforce®**, allowing you to treat employees like your best customers and give them an unmatched service experience. With an unrivaled user experience, customers can gain new levels of efficiency and agility to deliver services across their organizations. The greater visibility for all leads to actionable intelligence, driving continuous improvement.

Now, like never before, you can connect everyone, everywhere through one service management solution. By putting people in the middle and centralizing all service interactions through the **Service Cloud®**, you can deliver better service and gain new levels of visibility and intelligence



The screenshot displays the Samanage Service Request interface. On the left, a list of requests is shown, including 'New Hire On-boarding Process' (00004581), 'Employee Salary Adjustment' (00003808), 'Mobile Phone Request' (00003809), 'New Desk Request' (00004507), 'New Hire Onboarding' (00002974), and 'Unlocked Filtered Website' (00002383). The main panel shows a detailed view of the 'New Hire On-boarding Process' request, including the user's role (HR Manager), satisfaction level (Normal), and a feed of activity. The right panel provides summary statistics: 13 Open Requests, 13 Total Requests, and 0 Escalated Requests. It also shows milestones like 'Time to Closure' (29m 3s) and 'Time to First Comment' (5h 59m), along with incident details such as Case Origin (New), Priority (Medium), and Case Number (00004511).

*"Samanage allows managers across our organization to see what their team has in the queue at any given point, estimate workload, and run reports as needed."*

Help Desk Manager, Healthcare Industry

Thousands of organizations just like yours are delivering unmatched user experiences while streamlining all aspects of service delivery with Samanage.

## DRIVE ACTIONABLE INTELLIGENCE

Give internal service providers new levels of visibility and actionable intelligence into how they are performing.

### WITH SAMANAGE, YOU CAN:

- Understand **customer satisfaction** levels and quickly identify trends.
- Anticipate service demand with **historical insights** and **powerful analytics**.
- Understand the impact services have on your employees, customers, and the business, so you can **prioritize requests**.
- Clearly show KPI attainment and continuous improvement opportunities with Intuitive **dashboards and reports**.

## ENABLE PEAK EFFICIENCY

Provide an exceptional user experience for both internal service providers and service requesters, matched to their specific role and information needs.

### WITH SAMANAGE, YOU CAN:

- Through the **Lightning enabled user experience**, the agility for service delivery participants and requesters is unmatched.
- Capture and automate business processes with ITIL and service management best practices using **customizable workflows**.
- **Fast time-to-value**, from initial deployment through ongoing use.
- **SaaS-based and mobile-first**, the solution helps you deliver services anywhere, anytime.

## DELIVER SERVICE SUCCESS

Rapidly create, implement, and manage new services that empower internal service providers to meet the varying needs of service requesters.

### WITH SAMANAGE, YOU CAN:

- Bring service providers and service requesters together through **a single solution** that captures your organization's processes, procedures, and knowledge.
- Ensure service **experiences are consistent** across each internal service provider.
- Remove dependencies upon individuals which can impact **service quality and timeliness**.

## ABOUT SAMANAGE

Samanage is the Service Success Company, enabling modern organizations worldwide to deliver a superior service experience to their employees. Samanage's enterprise service management software accelerates efficiency and visibility into services requested and delivered across an organization, making it easy to continuously streamline process improvement and greater productivity. Through unprecedented agility and scalability, Samanage gives service providers the ability to rapidly and consistently deliver the services that employees need to get work done.



Samanage is the service management industry's top reviewed IT service desk solution, according to customer reviews. To learn more about Samanage, please visit [www.samanage.com/salesforce](http://www.samanage.com/salesforce) or call 1-888-250-8971.

