

Your path to continuous service organization improvement starts now.

Measure and benchmark your service organization performance in real-time.

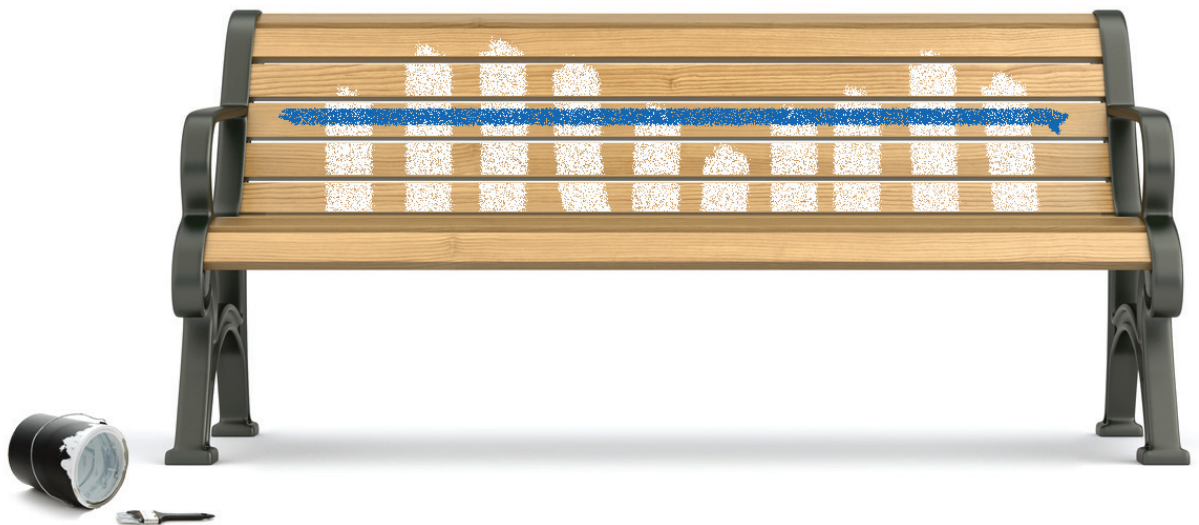
Most companies want to improve their service performance however they don't know where to start. They make decisions based on gut feelings or unvalidated assumptions, instead of using objective, actionable data. Until now.

Samanage Benchmarking is the first real-time service management benchmarking solution that empowers customers to measure their service performance, compare it against their industry peers, and continuously identify performance improvements and cost savings opportunities. All of your metrics culminate into your **Samanage Score**—the industry's real-time performance rating of your service desk. Samanage Benchmarking can be used for forecasting and planning of changes

to service organizations, allowing them to better understand the impact of planned changes on cost and quality of the service level they provide.

Where does the data come from?

Customers are compared against peer organizations based on performance data from the Samanage customer community, combined with thousands of service desk benchmarks completed by MetricNet, the global leader in IT service and support benchmarking. The Samanage Service Management product is tightly integrated with Samanage Benchmarking and will seamlessly update Samanage Benchmarking with service desk performance information.



- ▶ Samanage Benchmarking is the industry's first automated, real-time service management benchmarking solution.

What does Samanage Benchmarking provide?

- Scoring of service management performance and ranking on cost and quality.
- Comparison of service desk performance versus industry peers.
- Real-time, automated data collection, reporting, and diagnostics.
- Full integration into the Samanage Service Desk platform.
- Identify cost and time savings opportunities by using industry's best practices.
- More effective investment decisions based on real actionable data and industry best practices.
- Virtual coach that charts your journey to world-class performance.
- Cost savings through better budgeting and allocation of resources.
- Improved customer satisfaction rates.
- Process improvements such as better categorization of help tickets, workflows, etc.

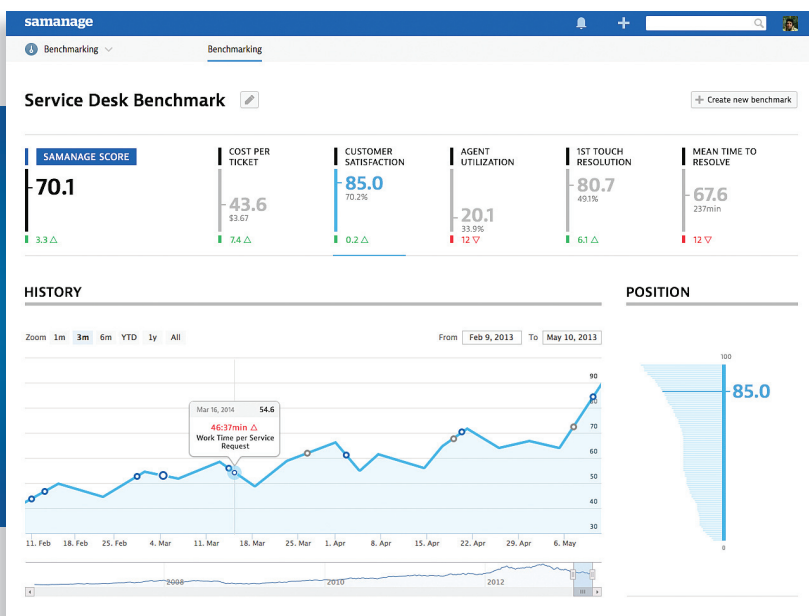
Integrated with Samanage service desk for optimal benefits.

For optimal performance and efficiency, Samanage Benchmarking is integrated with the Samanage Service Desk to keep track of your Samanage Score and update automatically for seamless real-time benchmark reports. If you're a Samanage customer, it's available in your service desk today.

Not a Samanage customer? You can still use Samanage Benchmarking with your current service desk solution and benefit from a continuous way to track and measure your service organization. Contact us for details.

Samanage Benchmarking provides a simple path to continuous improvement.

By leveraging Samanage's true-cloud SaaS based delivery model with the benchmarking expertise and data from MetricNet, Samanage Benchmarking makes quality, real-time benchmark reports more economical than ever before. For Samanage customers, it's free and included in your current subscription.



◀ Samanage Benchmarking Dashboard. Easily see multiple benchmark views for your production environment, site and department as well as forecasting benchmarks. Benchmarks can be done for the entire organization or can be scoped to sites, categories and more.



Just How Good Are You?

1-888-250-8971

www.samanage.com