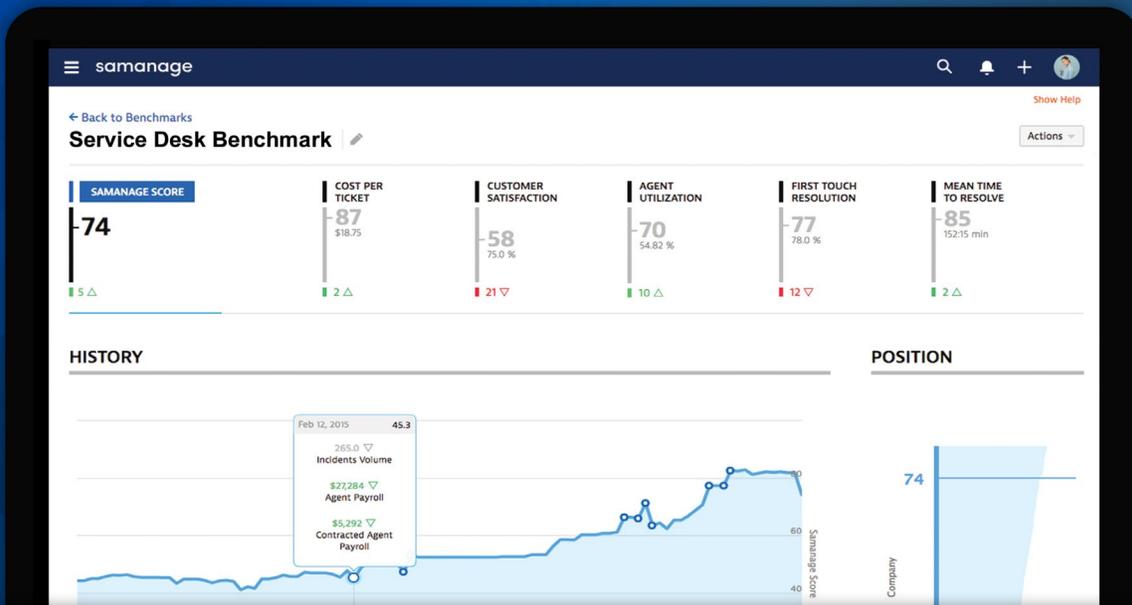


# CONTINUOUS SERVICE IMPROVEMENT STARTS NOW.

Measure and benchmark your effectiveness in supporting employees.



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.

How do you measure service performance? Truly great places to work are always trying to improve, but it can be challenging to find the right metrics to drive improvement. That's why Samanage brings you best of breed benchmarking functionality to simplify the process of tracking and improving service desk performance.

**Samanage Benchmarking** empowers organizations to compare their performance against industry peers and identify opportunities to improve services and reduce overhead costs. All of your metrics culminate into your **Samanage Score**—the industry's premiere service desk performance rating. This way, you can forecast and plan changes in real-time, helping you understand the impacts on cost and quality of the services you provide to employees.

## 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. This functionality is available out of the box with the Samanage Service Platform, ensuring that you always use the most up-to-date information to benchmark your service desk.

# 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.
- Granular analysis of service delivery by category or department within the organization.

• 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 CSAT scores to indicate a better employee experience.

• Process improvements such as better automations and workflows.



## LEARN MORE ABOUT BENCHMARKING YOUR SERVICE DESK

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

## 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.