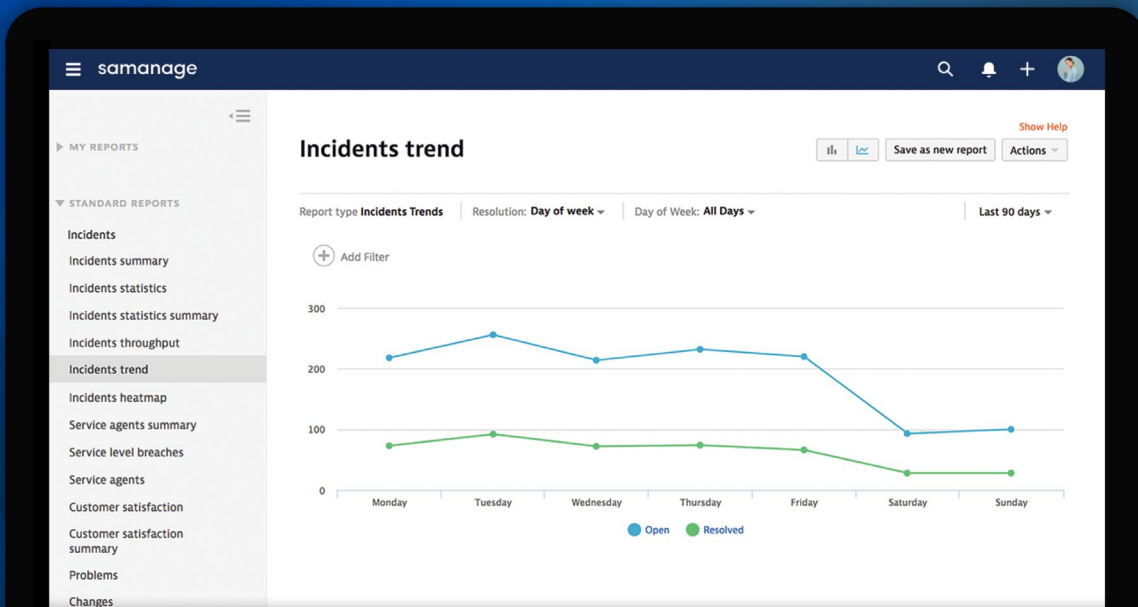


# HAPPY EMPLOYEES are More Productive.



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

Your employees serve your customers and work to keep your business running every day. 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. Quality service delivery is a vital piece of keeping employees happy and productive.

Samanage Service Platform makes a big impact to every single employee at your organization. Now, employees have a one-stop shop for all of the resources and services that your team provides, with complete transparency into the status of every requests. With the help of innovative technology, your technicians can quickly resolve issues, leading to increased employee satisfaction and productivity.

The best part? Samanage isn't limited to just IT. Every department within your organization can collaborate and offer services within a single platform. This will allow you to unify departments that support complex processes like employee onboarding, removing bottlenecks and creating a seamless experience for the employee. That's why Samanage is the most reviewed and highest rated IT service management solution, trusted by thousands of organizations and millions of users worldwide.



Samanage has helped us break down a lot of the typical silos that existed. We've gone from a rushing river to a quiet stream, and our end users are 99.1 percent satisfied with performance, and our issue resolution time has decreased 48%.

— IT Director, Healthcare



After upgrading to Samanage it felt as if we had traded in a bicycle for a Ferrari. Not only is Samanage more feature [rich] 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

# THE SAMANAGE EXPERIENCE



## CONNECT YOUR EMPLOYEES

A service management solution isn't limited to your IT department. The ideal solution enables all of your employees to address any of their needs throughout the organization.

- Develop an **employee service portal** that enables everyone to access the services they need, a clean view of any open ticket, and an easy way to communicate with service providers.
- Give your employees the information they need at their fingertips with a comprehensive **knowledge base** that suggests appropriate solutions through artificial intelligence.
- Streamline cross-departmental processes (such as onboarding) through simplified forms for frequent requests with an easy to use **service catalog**, providing fastest possible service delivery.



## SIMPLIFY SERVICE MANAGEMENT FOR YOUR TECHNICIANS

With fewer clicks and cleaner views, the Samanage Service Platform allows your technicians to provide more efficient service management.

- Streamline service delivery through innovation in artificial intelligence and automation, allowing the platform to assist with the time-consuming, mundane tasks.
- Increase **customer satisfaction** by creating and maintaining SLAs to set clear expectations for employees.
- Integrated IT asset management makes it easier for your team to align devices with services, giving you a complete picture of how technology impacts your organization.



## KEEP YOUR ORGANIZATION PRODUCTIVE

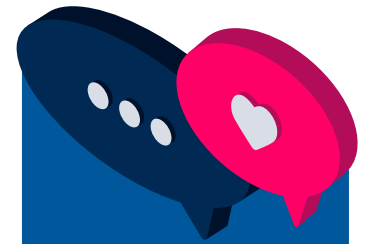
Gone are the days of bottlenecks in IT — the successful service desk quickly defines, adapts, and drives success across your organization.

- Formalize your ITIL problem, 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**.



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



“That’s why the tool is so easy to use — it’s not just a product we bought. It’s a partnership that Samanage has committed to as well.”

—CIO

## 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.