

Insight for ITSM

IT Service Management is more important to businesses than ever before. IT departments need to have the right tools to deal with multiple sources of data, archaic ticketing systems, and increasingly demanding customers and staff.



IT Service Desks are dealing with information overload

IT teams are overloaded with information. They get requests from multiple sources, and the data that they receive is often either incomplete, or has been directed to the wrong resource.

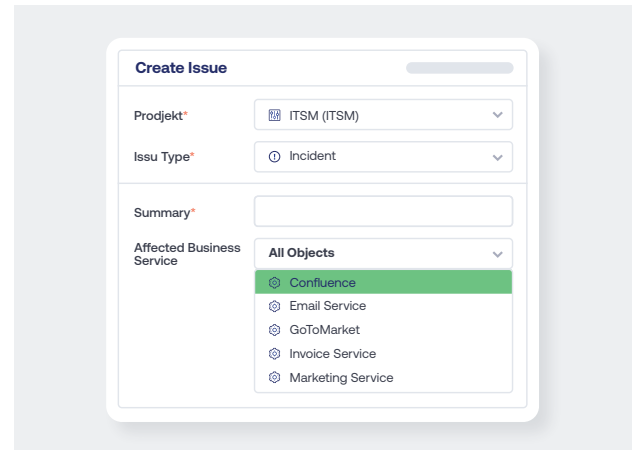
In addition, IT teams often have to rely on outdated systems like spreadsheets and email in order to manage service requests.

This means that the Mean Time to Resolution (MTTR) for many IT teams is so high that it can cause regular service disruption— and depending on the business, downtime can cost anywhere from hundreds of thousands to millions of dollars per hour.

IT Asset Management gives you the context you need to take action

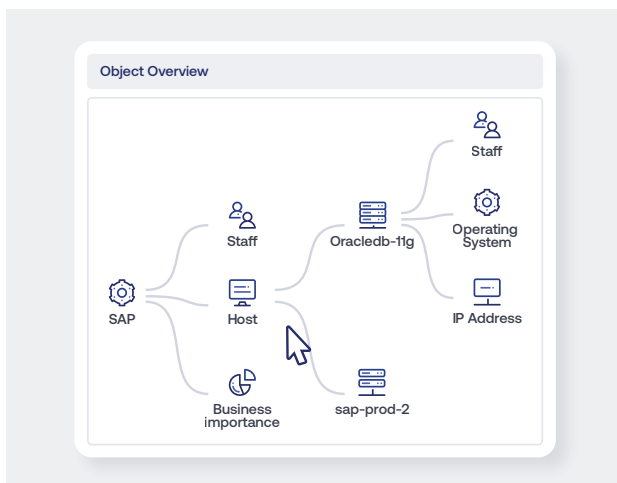
Insight helps IT teams reduce MTTR during service outages—and any other time—by showing technicians what services are affected, and how each of those relates to the other. Insight adds context by providing powerful dependency mapping tools that show which services will be affected in an outage.

This context allows technicians to understand more of the “Who, what, when, and where” of issues that are raised.



Take information out of silos

Insight goes beyond the modern CMDB with many of the integral features of a Configuration Management System. You have the ability to integrate multiple CMDBs, with visualization, dependency mapping and reporting layers that allow easy collaboration within your organization. Now your teams are able to respond to issues quickly and naturally.



Reduce time-consuming activities with automation

With automation, Insight can help you reduce resolution time with minimum interaction. You can make sure that licenses never expire, maintenance always gets done in a timely fashion, and the people who need to know what’s happening are always informed about what’s going on.

True asset management

Using Insight allows you to track all of your assets—virtual or physical—for any reason, whether that be for maintenance reasons, to check on software contract expiration and more. You’ll see the bigger picture of how your assets work with each other, and be able to see what needs your attention before it causes a problem.

Get the complete picture

Optimize business performance with reports that advise stakeholders on how to refine operations. Insight allows you to create different kinds of reports on all aspects of your assets that you can share transparently with stakeholders in various ways, to keep everyone up to date.

Hit the ground running

It can be daunting to set up a solid Configuration Management System that is meshed with your Jira environment, which is the necessary foundation for seamless ITSM operations.

Templates empower you to get your ITSM project and CMDB off the ground in a few clicks—giving you a sandbox to play in or a foundation to build on.