ITSM/ESM Service Value Assessment for Jira Service Management

valiantys

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Service Overview

ESM (Enterprise Service Management) is how companies implement, manage, and deliver IT and Business services to meet the needs of their organisation. Over time, however, service management processes and workflows can unintentionally become unwieldy and difficult to scale, where even minor changes can take on enormous complexity. These circumstances make it especially difficult to uncover the continuing value of the solutions.

Valiantys have seen that organisations who have done a comprehensive assessment of their Jira Service Management solutions can optimize their investment and regain the many benefits originally observed by leveraging Atlassian products, such as improved Quality of Service, increased Customer Satisfaction, reduced Operating Cost and improved response and resolution time.

As one of Atlassian's most dedicated partners and Partner of the Year 2021 Enterprise Services, Valiantys has a long history in ITSM and ESM deployments with Jira Service Management. Our ESM Practise is focused on delivering secure, fully functional ITIL Complaint solutions using our unique implementation methodology which includes start-up templates for the main ITIL practices.

With a focus on your stated outcomes and strategy, the ESM Service Value Assessment is available for Cloud or DC and includes comprehensive documentation with findings, recommendations, and estimates for moving your Jira Service Management to the next level.

Key features that are part of an ESM Service Value Assessment include:
- Comprehensive value stream review for your IT service management workflows
- Extendable to business teams who are using JSM for their service management
- Technical and functional reviews are based on ITSM/ITIL4 best practices
- Available for Jira Service Management Cloud or Data Center
- Optional assessment of your platform for cloud migration readiness
- Optional assessment for cloud consolidation readiness
- Complete documentation with findings, recommendations and estimates
- Recommendations for using the most current platform capabilities

Why Valiantys?

Valiantys has a proven track record of accelerated time to value in public sector organizations; we understand the challenges of statutory obligations, regulatory duties, service to UK citizens and the security & defence of the United Kingdom; Valiantys has delivered over 5,500 Atlassian projects, developed over 200 Atlassian apps. We have been an Atlassian partner since 2006, and are 100% focused on Atlassian products and solutions having developed a broad portfolio of services to best support our customers.

"With Jira Service Desk, we can move at the speed of the industry, support our customers, and deliver real nosiness value"
Carol Johnson, Head of Service Delivery and Operations – Telegraph Media Group.

Benefits of ITSM Service Value Assessment from Valiantys

- Value stream review brings internal visibility

- Accurately shows how your JSM solutions generate value today

- Includes recommended actions to increase service management maturity

- Surfaces potential causes of internal customer dissatisfaction

- Provides insights to get more from your service management investment

- Focuses on increasing the value generated for your organisation

- Provides objective data for decision-making

- Returns control to you by providing a roadmap for improvement

The Valiantys Difference

Extensive experience

- Our consultants have carried out 200+ Service Desk implementation for ITSM teams, supports most facets of the ITIL and ISO/IEC 2000 scope.

+200 ITSM platforms
implemented

20
ITIL certified consultants

Member of the
Service Desk Institute

Platinum
Solution Partner

Atlassian expert since 2006 and
leader in the world

Best Partner Award Atlassian Jira
Service Desk, several years in a row

Our Vertigo SLA technology is the
basis of Jira Service Desk

CIO Review
20 MOST PROMISING
IT SERVICE MANAGEMENT
SOLUTION PROVIDERS - 2019