

**Datasheet**

# Production Ready Service Management

Accelerate Time to Value with Pre-configured,  
“Move in Ready” ServiceNow.

**Overview**

If your company is like most, it likely has some service management in place—a help desk ticketing system, multiple self-service options, a generic email for customer support or possibly even a full-fledged service management platform. But does it have a service management plan that brings everything together?

While taking a holistic approach can be challenging, developing a strategy to effectively manage service delivery and support can quickly deliver real business value—with the right solution.

**Fast track Service Management maturity with pre-packaged offerings**

Logicalis Production Ready Service Management (PRSM) offers a way to fast-track your service management journey and accelerate time to value through a packaged subscription-based solution. Move quickly from “ad hoc, undefined and manual” to “standardized, consistent and technology enabled”. PRSM is backed by years of service management experience. Implementation complexity is simplified, time to value is reduced, and the need for ServiceNow admin skills internally is eliminated.

Using ServiceNow enabled, standardized processes allows teams to deliver services and achieve expected outcomes quickly and confidently. And the PRSM foundation can be extended to leverage even more ServiceNow features, driving additional value to your organization.

**Benefits**

- **Affordability** - Preconfigured, “move-in ready” solution using ServiceNow as a Service.
- **Time to Value** – Prescriptive, outcome-focused onboarding methodology designed to drive effective adoption.
- **Scope of Capabilities** – Delivers the foundational ServiceNow capabilities for ITSM and/or CSM while providing options for added value and flexibility.
- **Ongoing Support** - Fully managed ServiceNow environment (maintenance and upgrades, development, integrations, process consulting, and service catalogs).
- **Future Value Potential** – Extend value / realize additional benefit via customer specific integrations, automation, adoption of IT Operations Management, IT Business Management, creation of business / industry specific scoped apps, etc.

## Quickly deploy standard capabilities enabled via PRSM ServiceNow solution

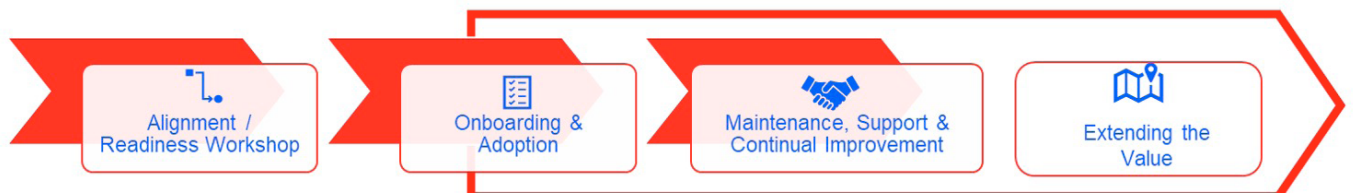
These pre-packaged, predefined, solutions—enabled via best practice ServiceNow configuration sets—include:

- **PRSM-IT Service Management (PRSM-ITSM)** – Predefined, ITIL aligned processes enabled via preconfigured instance of ServiceNow inclusive of Incident, Knowledge, Service Catalog/Request, Service Portal, CMDB, Change, Problem, SLAs, Notifications, LDAP integration. Fully managed ServiceNow environment; no customizations.
- **PRSM-Customer Service Management (PRSM-CSM)** – Predefined, industry best-practice processes enabled via pre-configured instance of ServiceNow inclusive of Case Management, Service Catalog/Request, Customer Portal, Knowledge, and Service Management for Issue Resolution, SLAs, Notifications, LDAP integration. Fully managed ServiceNow environment; no customizations.
- **PRSM-ServiceNow Platform as a Service** – Predefined and preconfigured PRSM-ITSM and/or PRSM-CSM as described above. Flexibility to tailor PRSM defined processes and/or configurations. Fully managed ServiceNow environment.

For the solutions above, you can achieve even greater value via add-on integrations, automations and/or PRSM predefined / preconfigured capabilities (ITSM, ITOM, ITBM, ITAM).

## Success Through the Journey

The PRSM journey starts with an Alignment and Readiness workshop to review and validate shared understanding of the business outcomes. The Onboarding and Adoption phase addresses the customer specific PRSM inputs and enables users to leverage the standard capabilities delivered. Once a customer is onboarded, the instance is fully managed / maintained and ongoing success on the journey is delivered via the PRSM Admin Support Team.



- Customer objectives, outcomes, value
- Review and alignment w/ PRSM standards
- Capability gap ID and planning

- Foundation set
- Adoption enabled
- Metrics established

- Maintenance
- Enhancements / upgrades
- Expertise on the journey

- Link outcomes to capabilities
- "Add-on" PRSM capabilities
- Migrate to dedicated instance if/when appropriate

**Schedule a complimentary workshop or contact us for more information.**

## What we can do for your organization?

Contact Logicalis to learn how we can help.

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