

**Datasheet**

# Product 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, or possibly a full-fledged IT 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 manage IT services and building upon established services 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 platform. Move quickly from “ad hoc, undefined and manual” to “standardized, consistent and technology enabled”. PRSM is backed by years of service management experience to help you lower costs, reduce complexity, and shorten the time to value of adopting ServiceNow.

Using ServiceNow enabled, standardized processes allow 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.

**Quickly deploy standard capabilities enabled via PRSM ServiceNow solution**

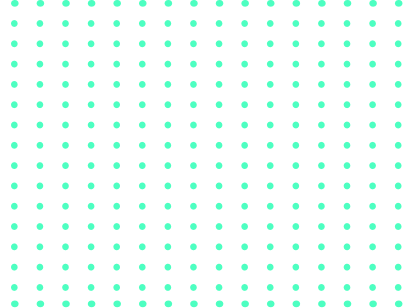
These pre-packaged sets of predefined, service delivery processes—enabled via standard, best practice ServiceNow configuration sets--include:

- PRSM-IT Service Management (PRSM-ITSM) – Incident, Knowledge, Service Catalog/Request, Service Portal, CMDB, Change, Problem, SLAs, Notifications, LDAP integration (no customizations).
- PRSM-Customer Service Management (PRSM-CSM) – Case Management, Service Catalog/Request, Customer Portal, Knowledge, and Service Management for Issue Resolution, SLAs, Notifications, LDAP integration (no customizations).
- PRSM-ServiceNow Platform as a Service – PRSM-ITSM and/or PRSM-CSM with tailored configurations and additional capabilities as needed.

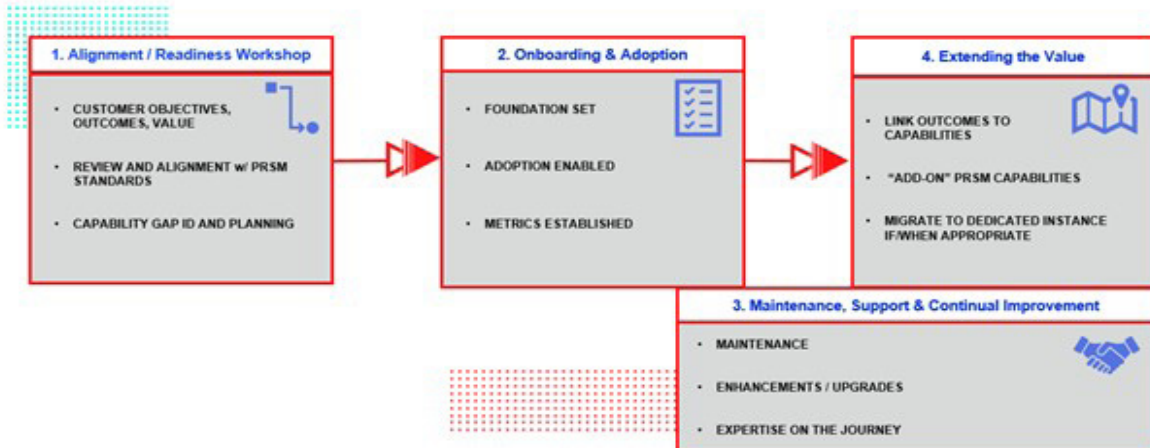
**Benefits**

- Provide a faster, more agile response
- Deliver great customer experiences
- Reduce costs by taking advantage of new technologies
- Improve quality and transparency

Plus, you can achieve greater value by subscribing to standard, predefined, add-on PRSM ServiceNow capabilities, including Asset Management, IT Operations Management and IT Business Management.



## How It Works



Finally, Logicalis provides all ongoing expert support for the PRSM ServiceNow solution—including maintenance, troubleshooting, upgrades, training, and expert advice—through our PRSM Support Service.



### What we can do for your organization?

Contact Logicalis to learn how we can help.

**Visit**  
[www.us.logicalis.com](http://www.us.logicalis.com)

**Call**  
866 456 4422

**Schedule a complimentary Readiness Workshop or contact us for more information.**