

# CADALYS SERVICE MANAGEMENT



## Native ITSM For Salesforce®

### ITIL®-Ready

If you're adopting the ITIL best practice framework in your organization, then you will love our simple, unified approach to aligning service delivery with the needs of your business. Our purpose-built ITSM app was designed with ITIL standards in mind from day one, leveraging the Salesforce platform to provide seamless configuration, ease-of-use and flexibility without the expense and burden of relying on other platforms or software.

Start receiving, prioritizing, and resolving incidents quickly and easily for employees, customers or partners in your Salesforce org, offering a fully connected experience that drives efficiency, productivity and cost savings.

#### SERVICE CATALOG

*"Request laptop for new hire"*

Customize and manage your service offerings to your employees, customers, and partners to provide superior value

#### CMDB

*"Confirm Acme configuration updates on all region servers"*

Manage all assets (hardware, software, documentation, people, and the relationships between them) to run your business in one place

#### INCIDENT MANAGEMENT

*"My Acme laptop battery won't hold a charge"*

Minimize disruptions with powerful routing, workflow, and collaboration capabilities that will help ensure your users get back to work quickly

#### PROBLEM MANAGEMENT

*"Suddenly departments with Acme laptops reporting power issues"*

Bring together your team's collective knowledge to quickly identify, address and prevent future incidents

#### CHANGE MANAGEMENT

*"On Jan. 14 we will spend \$75k and replace our Acme laptops"*

Assess risks and manage a change schedule for timing, urgency and cost of fixing common problems

#### INSIGHT ENGINE

*"Laptop support requests down 20% in October"*

Leverage Salesforce's powerful reports and dashboards to give teams and leadership the insights needed to provide superior service more efficiently

## We Help Companies Run Efficiently, From the Inside Out

Built entirely on the world's most powerful platform, Cadaly's Service Management delivers immediate value for Salesforce customers with out-of-the-box ITIL processes designed to drive Continual Service Improvement (CSI) for *any* service delivery function, from internal help desks that support the IT needs of employees, to customer-facing operations that serve clients. Our core ITSM capabilities are designed to identify process improvement, automate routine tasks and anticipate and proactively address the issues that negatively impact both productivity and profits. With Salesforce's powerful Service and Support analytics, we provide the actionable insights your team and leadership need to deliver highly efficient, optimal outcomes and experiences, from the inside out.

Effective ITSM should be integrated into your business, and our native design breaks down silos and drives a single source-of-truth so you can set a standard for delivery excellence and ensure your service and support operations are fully aligned with the goals of your organization.

## What You Can Expect With Our Unified ITSM Experience:



Fast and easy to configure, deploy and use in your existing Salesforce org



Flexible, scalable approach to ITIL best practices that can be applied both internally to support employees and externally to service customers



Works with your existing Salesforce subscription, eliminating the need for additional software and complex subscription fees