Enterprise Service Management

What is enterprise service management and why should you want to implement an efficient ESM process? ESM is **policy-driven** and includes your organization's overall strategy and service offerings, asset management, task scheduling and event management, among other items.

Think about it like this: ESM can be a policy-driven process that leads to the most important part of a business: **Making your clients and customers happy by providing quality end-to-end service.**

By leveraging the ServiceNow platform and the team of experts at Pathways, we can help your organization increase profitability by aligning your current work to a streamlined, workflow-driven process. We can help with inventory and fulfillment management. We can assist with your group's asset, customer and event management systems. We can even help you keep your inventory stocked and up-to-date with automatic reordering functionality.

Let's take a step back and start with the basics: ESM actions are performed for the end result of producing or implementing services that meet the needs of your clients and customers through your people and your processes. **It's a direct result of your organization's actions.**

We know your organization is constantly evolving to meet the newest standards and the ever-evolving needs of your clients and customers. By utilizing the ServiceNow platform and Pathways' experts, you're able to **quickly and painlessly adjust your processes** and add new items to your system through a series of fully customizable tasks and a powerful change management program included within the ServiceNow platform. Of course, these changes do take time to develop, implement and approve, but **Pathways can assist your organization by automating**

many processes inside the ESM family.

Automation is a big deal these days, but how can you automate a process that involves people? By leveraging the ServiceNow platform and with guidance from the experts at Pathways, we'll show you how to automate your approval processes, send out automatic alerts and reminders and even set up a system to automatically submit order requests when an inventory threshold is reached. All of these actions can be **customized to suit your unique needs** and integrate with your existing processes and programs.

All of these items come with one point at the forefront: Efficiency with your users' time. These efficiencies are closely tied to automation and include reductions in manual steps, reductions in sending manual notifications and an **overall reduction in your organization's dependence on email.**

Pathways also offers training and documentation services so your end users are prepared and knowledgeable about your organization's best practices and the ServiceNow platform **before they even open their first request.**

Pathways offers various production support packages to address any enhancements or additional functionality your company wants to implement. **We work with you, at your pace, to ensure that you accomplish every goal that you and your organization has set.**

ESM isn't just for IT anymore. Get in touch with one of Pathways' experts and find out just how much added value these processes can bring to your team. We'll guide you every step of the way and be there to answer your questions before, during and after implementation.

Today, IT is heavily relied upon to support a broad spectrum of users and business services in an organization. As these executives look to fulfill their charter, the ESM solution in place can be either an invaluable ally or a persistent liability.

Because the technical and business landscapes have shifted substantially, visibility into the organization has become more complex at an accelerated rate.

Below are some customer benefits Pathways has profiled during our time designing ESM solutions:

- Increased service operations efficiency
- Improved service support and user experience
- Enhanced business transparency
- Mitigated audit risk
- Well-defined and easily understood automated services
- Increased fulfillment speed of requests
- Providing a unified view of business services
- Deploying an easy-to-use service portal
- Minimized and prevented service disruptions
- Improved service responsiveness
- Resources are freed up for higher value efforts
- Reduces cost by focusing on a single-system solution for IT and the business

**We listen.
We care.
We execute.**