Clearvision

Service Teams

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HOW TO MAKE LIFE EASIER FOR SERVICE TEAMS

Those who handle service requests and provide IT services to customers have a lot on their plate. They deal directly with customers and internal end-users and have to make sure requests are logged, questions are answered, and problems are solved. Customer satisfaction is riding on their backs.

Since the job they do is difficult, the way they do it should be easy. For many service businesses, this isn't the case. The three most common problems encountered by service teams are:

- Using group mailboxes/spreadsheets/other manual processes to manage support requests rather than dedicated Service Desk software. This is bad practice as there's no facility for tracking issues, identifying problems, or making changes.

- **Having Service Desk software in place that isn't working.** It could be that it's overly complex or obsolete; sometimes it isn't the tools, it's because service teams don't have the requisite skills, training or resources. Another possibility is that the Service Desk isn't properly integrated with other systems, stunting the flow of information.

- **Lack of a service management strategy.** This leads to confusion amongst service teams about the nature and purpose of their role. It can also lead to the acquisition of tools that aren't necessary, thus overcomplicating the system.

These problems make it difficult for service teams to adequately resolve service requests and disruptions, resulting in poor customer service and satisfaction.

STRAIGHTEN UP YOUR SERVICE WITH CLEARVISION

Buying a flash new Service Desk when your service teams are experiencing the problems mentioned is like putting a new engine in a car with no wheels. The problems need unpicking before the right solution can be found.

This is what Clearvision is all about. We don't just supply software, we help you make meaningful changes to your business processes so that your service teams can do their jobs, and do them well. We ensure any technology we provide adds value to the business by equipping service teams with everything they need to be able to use it.

We follow a five-step approach:

STEP 1

We get to the heart of where your service management is going wrong.

STEP 2

We look at whether existing processes could be refined, or whether they should be replaced with new ones.

STEP 3

We explore the possibilities of using technology to improve and optimise processes with the full Atlassian Stack at our disposal.

STEP 4

We ensure that any of the new technologies and ways of working we implement are in step with one another.

STEP 5

We ensure that all members of the service team are willing and able to deliver outstanding results to customers.

This approach means that we only supply new technology when we know it will work for a business.

WHY CHOOSE CLEARVISION?

WE TAKE CARE OF EVERYTHING

Our five-step approach, covers everything from business consultancy, to licence management including implementation, training, coaching, and adoption. We also have the full Atlassian Stack at our disposal, including Jira Service Management, Jira Software, Jira Core, and Confluence, catering to every business need. Clearvision was one of the first full-stack Atlassian service providers to offer such a comprehensive solution.

WE KEEP THINGS SIMPLE FOR SERVICE TEAMS

Jira Service Management is a back-to-basics solution and arguably the easiest to use on the market. Many Service Desk tools are over-engineered, incorporating most of the 16 ITIL processes, many of which aren't relevant to most companies. Jira Service Management keeps things simple by incorporating the four primary core ITIL processes (incident management, problem management, change management, and request fulfilment) into an effortlessly intuitive platform. This makes life easier for under-pressure service teams.

WE CAN TELL YOU IN 5 DAYS IF OUR TOOLS WILL WORK FOR YOU

We can save you weeks, even months of internal analysis over your service management needs. Over five days, we will look at your existing systems and processes and tell you if our tools will transform your business, with a focus on Return on Investment (ROI) and hardware/software consolidation.

WE SAVE YOU MONEY

The simplicity of Jira Service Management is why it's a fraction of the price of most competitor products. It means you're not paying a fortune for an over-engineered resource-hungry solution.

WE GET YOU SET UP IN LESS THAN A MONTH

Most Service Desk solutions take three to six months to implement. We can get you up and running with Jira Service Management in just 10-20 days!

WE CAN HOST THE SERVICE DESK FOR YOU

We can host your Service Desk in our own secure environment. This enables us to ensure your software is up-to-date and running optimally at all times.

WE OFFER MORE FLEXIBILITY

Buying from other providers or from Atlassian directly, normally means choosing between the Cloud version or the Server version of an Atlassian product. We offer a more versatile hybrid option that is hosted, managed and maintained by us. We do this because many of the Atlassian Marketplace apps aren't compatible with Atlassian Cloud. Our platform gives companies the chance to implement these apps and add value to their system.

WE BRING OUR OWN SERVICE DESK EXPERIENCES TO THE TABLE

We're not just technicians, we're business solution architects who've worked directly in service management, and indeed the sector itself for years. Our inside knowledge of the industry uniquely places us to transform service operations.

WE OFFER SOLUTIONS FOR ALL BUSINESS FUNCTIONS

Jira Service Management is a streamlined tool that includes the fundamental elements of a Service Desk without over-complicating the system. It's useful for all business functions (IT, human resources, finance, facilities, marketing, customer service) — the list goes on. Plus, we offer a full suite of extensions and add-ons should you require additional functionality.

We provide businesses using Atlassian Software with licensing, consultancy, support, and more. Click here to get in touch.

For a virtual tour of Jira Service Management — the ITSM tool that won Atlassian the title 'the only Visionary in the 2021 Gartner Magic Quadrant for ITSM tools', watch our webinar.

For more information, please visit https://www.clearvision-cm.com/.