

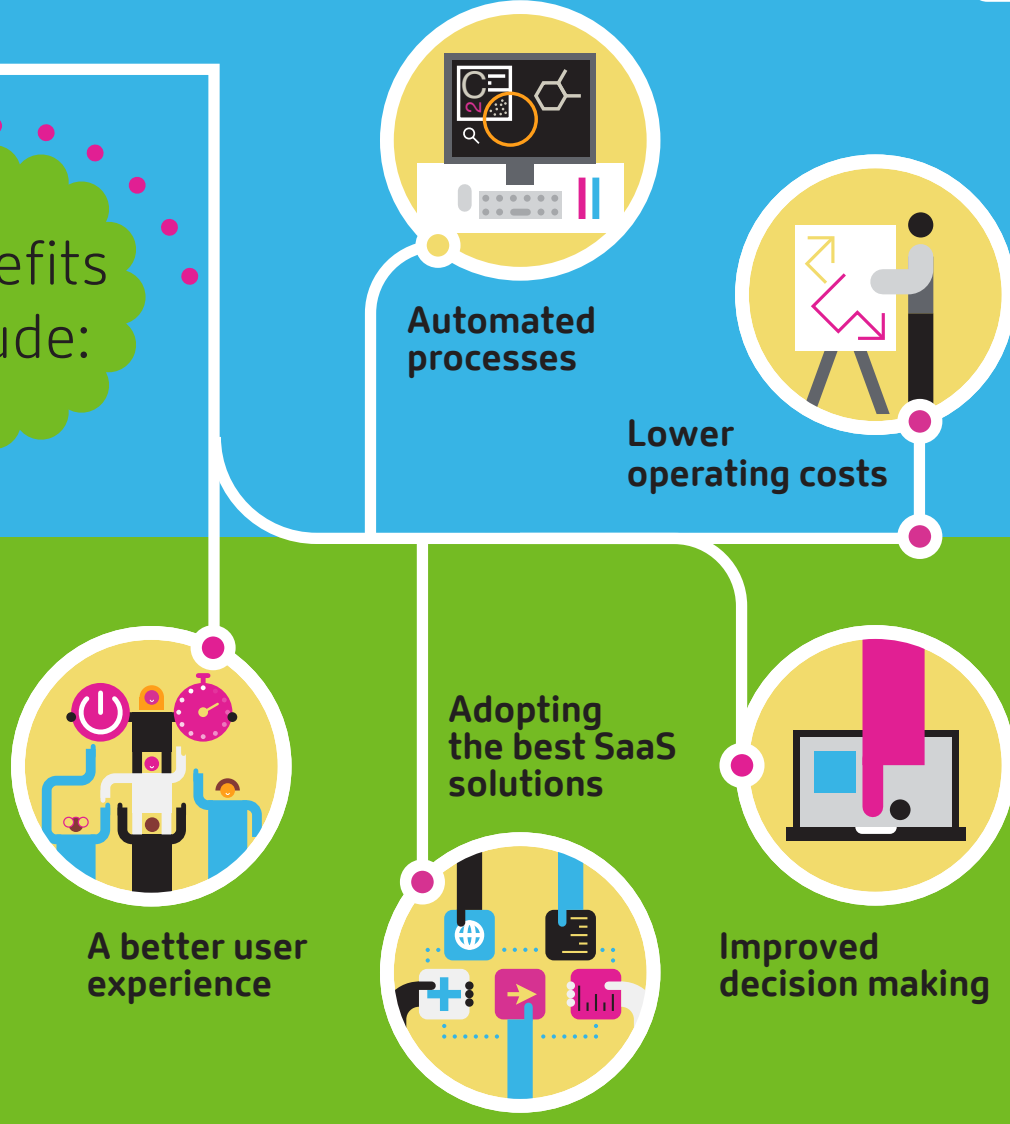
# From pain and strain to total gain: how ITSM is evolving

IT service management (ITSM) met Software as a Service and never looked back. Here's a look at how ITSM is changing – and how it can help you address key pains you experience with enterprise service delivery.

ITSM enters the digital era  
**83%** of IT organizations provide self-service (Tier 0) for end-users.

Companies that adopt ITSM can save \$1 of every \$3 in operating costs.

Benefits include:



## What's coming

ITSM leaders are using analytics, automation, and thresholding to improve the user experience.

The new trend is Tier-1 (resolution before a problem develops).

## How SaaS-enabled ITSM improves your user experience



### Onboarding employees

First impressions count, but new employee onboarding is fraught with uncertainty and delays. Employees are often unable to contribute and add value on day 1.

**36%** of companies lack a structured onboarding process.



### Provisioning desktops and apps

Virtual workspaces, with desktops and apps, provide a great experience. However, provisioning has challenges including setting roles, granting access privileges, and deploying apps to devices.

The average user will spend **300 minutes** each year waiting for access rights.

### Empowering the IT service desk

Can IT service desks do better? The answer is yes with ITSM.

A typical large enterprise can expect to:

- Increase IT productivity by **20%**
- Resolve incidents **10%** faster
- Reduce IT team effort by **66%**
- Fully automate **20%** of services
- Experience **25%** fewer outages

**PAIN #3**



### Offboarding employees

Eventually everyone says goodbye. IT must ensure that data stays put instead of leaving with former employees.

- ITSM helps by:
- Designing an automated and predictable offboarding experience
  - Decreasing IT security risks due to extended access privileges

**69%** of companies say they have suffered significant data loss from departing employees.

## Solve your pain with CITRIX + servicenow

ServiceNow and Citrix, two of the world's leading digital platform providers, have integrated their market-leading solutions to transform the delivery of IT services for companies and their employees.

Citrix Workspace fully aggregates all apps and data across all applications—both on-premises and cloud—to deliver the right experience to the right user at the right time.

You can end the pain and strain of business with ITSM as SaaS, while setting up your employees and teams for total gain.

Companies that use Citrix Workspace can now use the new Citrix ITSM Adapter to connect to ServiceNow and streamline routine IT tasks.

## Automating IT service management for workspace services

The Citrix ITSM Adapter is a cloud-based feature that automates the provisioning and management of Citrix resources on ServiceNow.

IT teams can:

- Automate, monitor, and manage Citrix environments easily and seamlessly
- Use out-of-the-box workflows or create their own
- Automate employee onboarding and offboarding

Employees can:

- Use ServiceNow to request automated provisioning of Citrix Workspace Services
- Submit help requests with ServiceNow
- Reset their own user sessions

Citrix research reports that IT organizations have saved up to 65 percent of their team's time by automating manual, one-to-one provisioning, and employee onboarding and offboarding processes.

With the Citrix ITSM Adapter, automatically provision a virtual Citrix Workspace for new hires or teams, increasing their time-to-value from weeks or days to minutes.

The Citrix ITSM Adapter meets the requirements of the ServiceNow Now Platform for security, compatibility, performance, and integration.

### The best of both worlds

ServiceNow is the world's preeminent service management platform. It's ranked #1 on the 2018 *Forbes* Most Innovative Companies List.

ServiceNow customers achieve a 20% increase in IT productivity, 45% faster security incident response, and 10 point support call Net Promoter Score increase.

Citrix solutions are used by 400,000 organizations including 99% of Fortune 100 and 98% of Fortune 500 companies.

### Who can use it

- The Citrix ITSM Adapter is available to all customers with active ServiceNow and Citrix licenses
- It can be used for all cloud-based and on-premise Citrix Workspace environments

### Want to Get Started?

Click here for the Citrix ITSM Adapter for ServiceNow [User Guide](#). ServiceNow and Citrix Cloud customers can get started now by downloading the [Citrix IT Service Management Connector](#) from the [ServiceNow Store](#).

### Questions? Contact Citrix:

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Sources: Citrix, CareerBuilder, CIO, KPMG, Okta, ServiceNow and TechBeacon.