



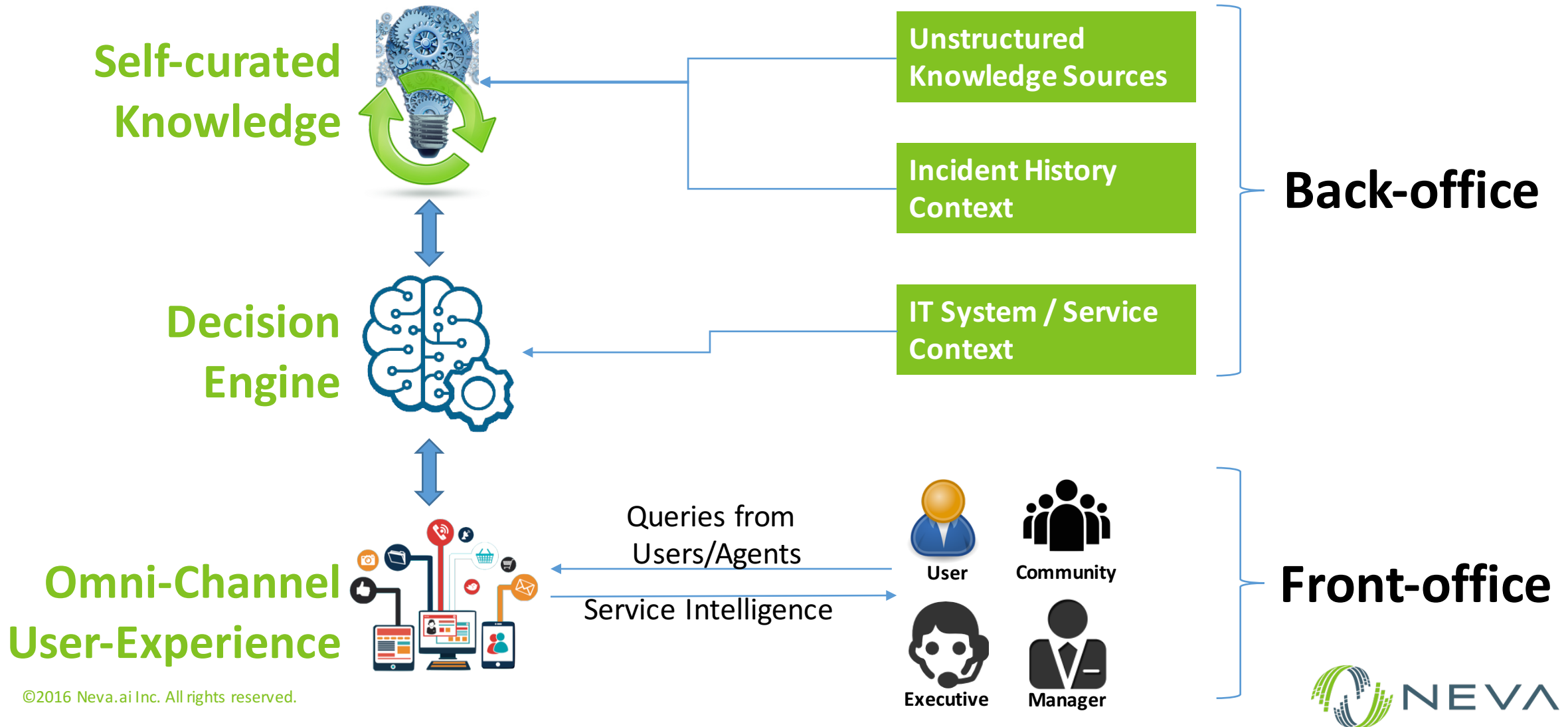
Service Intelligence for Enterprise ITSM & Support

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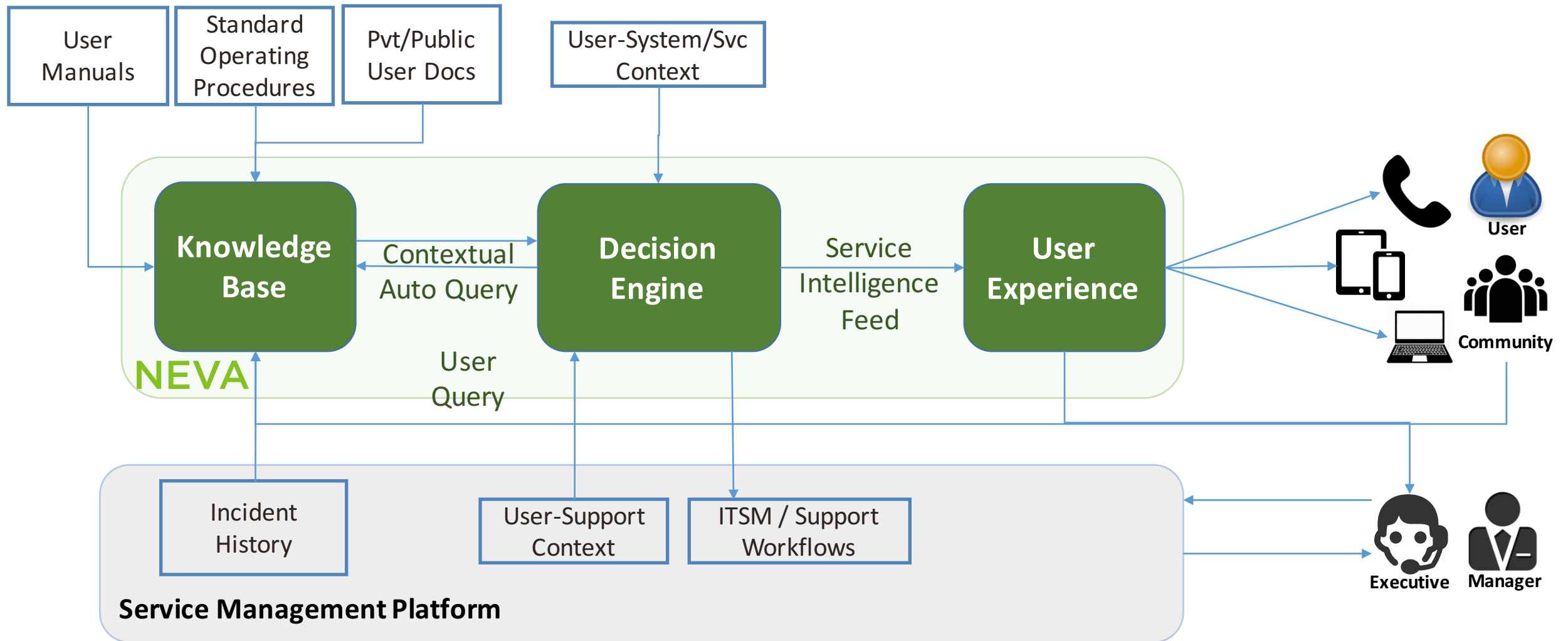
Challenges in Enterprise Service & Support

Fragmented Knowledge	<p>Knowledge management fragmentation impacts ITSM & support quality:</p> <ul style="list-style-type: none">▪ Back-office silos created by multiple procurement points in the enterprise▪ Enterprise boundaries separating external cloud service providers▪ Constant change and concurrent versions of systems and services
Inefficient Decision-making	<p>Decision making varies wildly in speed, cost, consistency & quality:</p> <ul style="list-style-type: none">▪ Front-office operators struggle to access user context in back-office systems▪ People churn in workforce erodes any expertise created▪ Dependencies on 3rd party vendor support are inconsistent in quality
Fractured User-Experience	<ul style="list-style-type: none">▪ Preference towards on-demand consumption and asynchronous communication (chat, social) in customer support▪ Any switch in the communication channel between the system and its support (like from chat to phone) degrades the user-experience

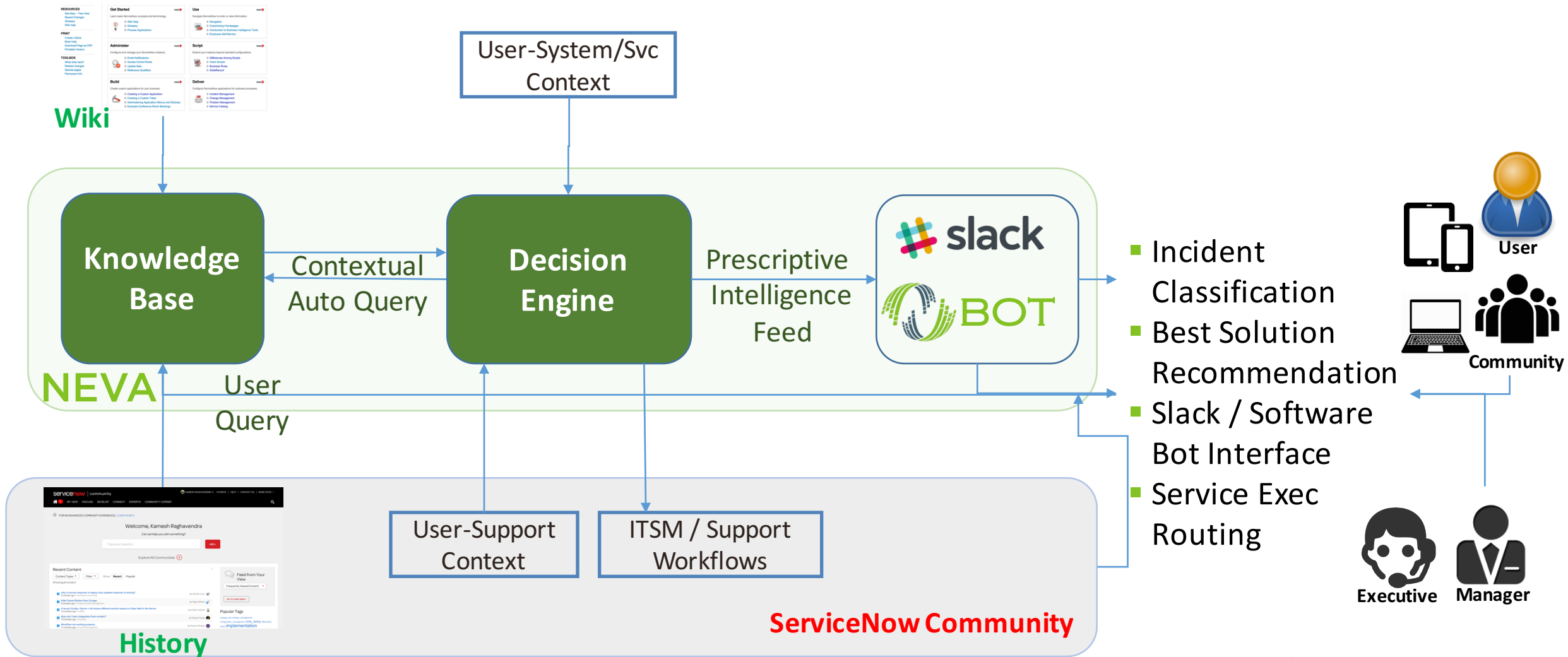
Neva's Service Intelligence for Decision Making



Introducing Neva



NEVA Prototype with ServiceNow



THANK YOU



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