



The **Complete**
Service Management Platform

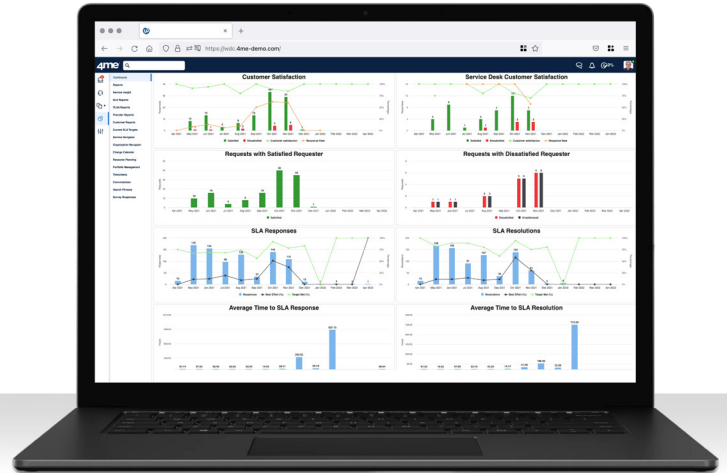
ITSM



Transform Your ITSM

Improve service quality and efficiency with an agile and future-proof IT service management solution that has all the ITSM capabilities you need and is fast to deploy and easy to use.

REQUEST A DEMO



Flexible Pricing

Only pay for what you need, when you need it. Usage-based charges and no minimum contract requirements.

Service-Centric Approach

Customer needs and a well-thought-out service catalog are at the core of effective and efficient IT service delivery.

Fast and Agile Implementation

Choose the path that suits you best and save up to 80% on all implementation costs.

Streamline workflows across your organization

- ✔ Workflows across departments
- ✔ Track and manage service providers
- ✔ Unlock enterprise collaboration

The Customer's Choice

4me was named a Customers' Choice in the 2022 Gartner Peer Insights 'Voice of the Customer': IT Service Management Tools (ITSM) and recognized as a High Performer in the G2 Summer 2022 Report.



"The Best ITSM Tool I have ever used and worked with!"



"4me is a powerful and well designed ITSM suite."



"Good looking self service portal, easy to use mobile app and great reporting"



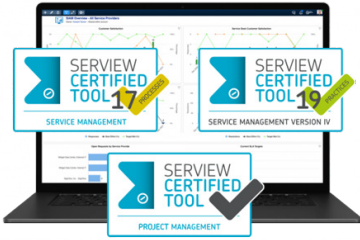
A Lightning-Fast 4me Implementation Replaced Stern's Outdated ITSM Software.

"Our employees are now more satisfied. They finally feel that the software works for them, and not the other way around."



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ITSM



All the ITSM capability you need

With 4me®, increased productivity, better collaboration and higher rates of customer satisfaction are all within reach. Our certified ITSM capabilities cover all 19 ITIL processes and much more. We also have a fully active development roadmap, meaning our customers regularly receive enhancements to the product at no extra cost

Service Request & Incident Management

Handle service requests with greater efficiency and optimized processes.

Self Service

Request support through a highly customizable, easy-to-use interface.

Release Management

Realize common objectives and combine multiple changes into a single release.

Continuity Management

Manage your service continuity and recovery with enhanced disaster resilience.

Time Tracking

Track time spent on requests, problems, changes and even projects.

Problem Management

Quickly identify and manage new problems for the services that you are responsible for.

Virtual Agent

Provide context and dramatically increase relevance for your agents.

Service Level Management

Gain real-time insight into the quality of service that is being provided.

Portfolio Management

Plan resources with structured selection, prioritization and approval of projects.

Financial Management

Give department heads, managers and service owners filtered information on time and cost.

Change Management

Link task templates and change templates to ensure that no process steps are forgotten.

Knowledge Management

Support KCS methodology using this comprehensive set of features.

Config & Asset Management

Capture technical attributes and financial asset data in the 4me CMDB.

Project Management

Manage operational and strategic project activities in a single solution.

Risk Management

Add your risk register to 4me to manage project risks and maintain compliance.

Improve Service Delivery Across All Departments

Instead of just using 4me® for your IT service management, you can also choose to benefit from easy-to-use workflows and efficient service management for other business functions. Departments like HR, Facility Management, Security, and Finance can all benefit from managing their services on the 4me platform. Drive efficient and seamless collaboration across the enterprise with 4me's ESM platform, built to provide end-to-end transparency for the best possible service experience.

RESOURCES

4me

SERVICE COST TRACKING

How to Capture Enterprise Service Costs and Provide Actionable Management Reporting

[DOWNLOAD NOW](#)

EMA IT & ILM MANAGEMENT RESEARCH INDUSTRY ANALYSIS & CONSULTING

IT service cost tracking in ITSM: the missing link between IT service quality and business value

June 2021 EMA eBook Prepared for 4me By Valerie O'Connell

[DOWNLOAD NOW](#)

4me

SUCCESS STORY

STERN

HEADLINE SUCCESS

IMPLEMENTATION IN TWO MONTHS SURGE IN SATISFACTION

"I would recommend 4me for... Absolutely, and we're happy for as long as possible to..."

[DOWNLOAD NOW](#)



The **Complete** Service Management Platform

4me® combines ITSM with ESM and SIAM capabilities, enabling all internal departments, such as IT, HR, and Facilities, as well as external managed service providers, to work seamlessly with each other. At the same time, 4me provides complete visibility and control of service cost and quality.

4me.com

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