Enterprise Service Management for large organizations and MSPs

4me™

As part of their digital transformation, organizations are improving the support that is provided by the different support domains, like HR, IT, Purchasing and Legal. By making it easier for their employees to obtain support when they are stuck with a question or need assistance from another department, organizations are improving productivity and job satisfaction.

At the same time, more and more services are outsourced to specialized providers. There are few organizations left that do their own payroll processing. Similarly, within the domain of IT, it is common that the network printers and the wide area network are managed by external companies.

And then there are the shared service centers that large multinationals set up to realize economies of scale for the different legal entities that they need to support in different regions of the world.

The challenge for these organizations is to get all these parties to work together and to track the level of service that each party provides.
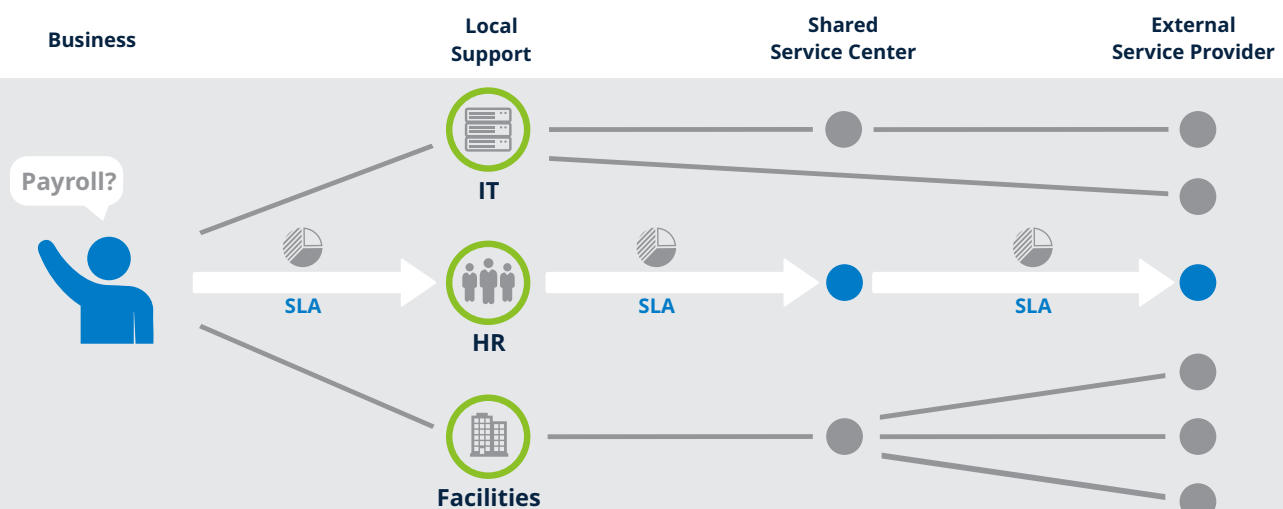
SUPPORT DOMAINS

IT		Facilities	
HR		Fleet	
Finance		Catering	
Legal			

Collaboration & Service Level Tracking

4me is a SaaS solution that allows enterprises to collaborate seamlessly with their managed service providers. It helps them support their work force more efficiently, while automatically tracking the level of service that each provider delivers.

This allows enterprises to stay in control as they outsource more of their non-core activities. The focus will then naturally shift to improving the 'customer experience' for the enterprise employee.

Help Button

From the point of view of the enterprise employee, 4me is essentially their 'Help' button. When they need help with a laptop, health care benefits or a purchase order, they press the 4me icon on their smartphone. 4me's AI attempts to answer all questions and kicks off automated provisioning scripts when available. However, if human assistance is needed, 4me ensures that the request ends up with the correct (often external) service provider.

SIAM

4me is the only enterprise-class service management solution that allows organizations to set up their own environment and connect with other companies that also use 4me. Even if a provider is using another service management solution, the 4me Integrations service makes it possible to collaborate and track the service levels while the integration is maintained as-a-service.

That is what makes 4me the only solution that supports the Service Integration and Management (SIAM) approach for managing multiple internal and external suppliers of services and integrating their interdependent services into end-to-end services that meet the requirements of the business.
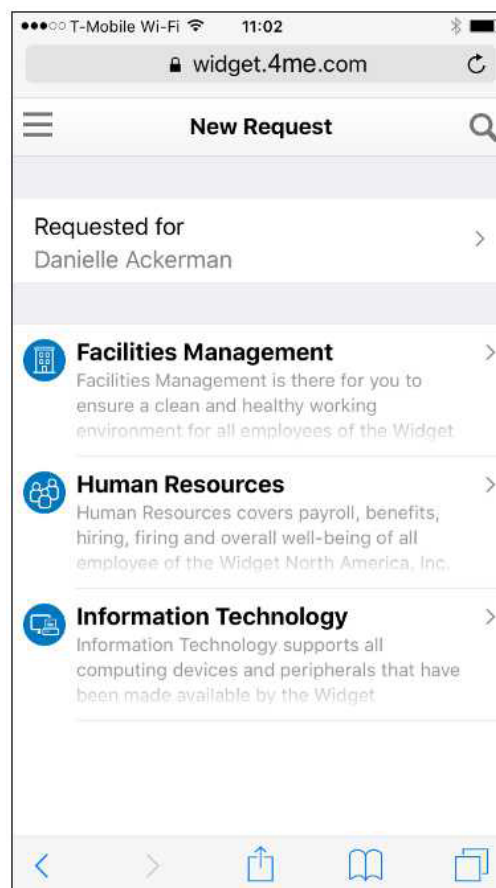
Deloitte.

"It was the elegance, the superior user experience, that made 4me stand out. A lot of attention has been paid to the design of the application. The team that developed it clearly understands the needs of the people who use their tool."

DANONE

"Feedback from the specialists has been overwhelmingly positive. 4me's interface is light years ahead of other enterprise ITSM solutions. Even the end users told us how pleased they are to see that we have made self service so much easier. Providing online access to their local support organization in their preferred language made a big difference. We now support nearly 20 languages, including Russian, Chinese, and even Arabic."