

Transform your Service Management Platform In 4-6 weeks!

Fusion and BMC Software combine their capabilities to streamline and automate Service Management processes, enhance employee and customer experience, and consolidate fragmented services. These outcomes are uniquely achieved through a data-led approach and outcomes-based methodologies to transform your Service Management and Operations and let you focus on your customers.



Create capacity on service desk

Significantly reduce workload directed to the service desk and deliver great customer experience by self-service with automated fulfilment workflows.



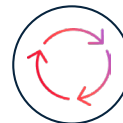
Self-service first choice for users

Rapid improvement in self-service adoption, thereby deflecting calls and emails from the service desk and delivering great customer experience.



Exceptional employee and customer experiences

Transformative contact strategy enabling employees and customers to access relevant services across any digital channel.



Modern SaaS platform

Highly scalable agile platform for digital workflows across the enterprise, with upgrades applied automatically and new features available immediately.

5 reasons you should modernise your service management platform

1

Incoming workload to service desk exceeds capacity: Focus on using self service to shift left and drive efficiencies.

2

Service fulfilment is manual: Focus on automating fulfilment workflows to free up service desk.

3

Limited self-service offers and use: Focus on using self-service to deliver great customer and employee experience.

4

Contact channels are highly manual: Fragmented and poorly implemented self-service drives customers to the costly and slow phone and email channels.

5

On-premise infrastructure: Move to agile, modern, constantly updated platform to become more efficient and deliver real value to the business.



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Customer Outcomes:

40%

Reduction in manual activities

A global oil company reduced its Service Management manual activities by 40% in 3 months, resulting in \$3.9m savings per year.

25%

Reduction in missed SLAs

A global telecoms operator reduced missed SLAs by 25% within 3 months.

30%

Increase in self-service adoption

A global gaming company increased self-service adoption by 30% in 3 months.

60%

Increase in service desk capacity

A healthcare provider increased service desk capacity by 60% through automating mundane activities.



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