EchoStor TECHNOLOGIES

DIGITAL WORKFLOWS

Service Management

To provide a comprehensive solution for digitizing, structuring, and automating processes across enterprise platforms to enhance service management capabilities.

EchoStor Expertise

Ticketing
Efficient management of service requests and incidents

Reporting
Enhanced visibility and insights through structured reporting

Change Control Ownership & Accountability
Ensuring traceable and accountable change management processes

Auditability
Maintaining compliance and audit trails

Onboarding / Offboarding
Streamlined processes for employee transitions

IT Service Management
Optimized IT operations and service delivery

Customer Service Management
Improved customer interaction and issue resolution

HR Service Management
Efficient management of HR services

Shared Inbox Replacement
Consolidated communication channels for better efficiency

Core Services

Workshops
Engaging sessions to understand business needs and align service management strategies

Business Process Consulting
Expert advice to optimize and re-engineer business processes

Project Management
End-to-end project oversight to ensure timely and successful implementation

Implementation Support
Technical assistance during deployment and integration phases

Supporting Services

Guidance & Advisory Services
Support for scaling and managing administration & development teams

Remote Administration
Handling backlog, enhancements, defect remediation, and upgrades

Program Architect
Providing industry best practices and strategic direction for digital workflows

Key Benefits

✓ **Streamlined Processes**
Efficient workflow automation and management

✓ **Improved Customer Experience**
Enhanced service delivery and support

✓ **Enhanced Visibility and Reporting**
Improved back-office operations insights

EchoStor Difference

→ **Award-Winning Digital Workflow Practice**
Recognized for excellence in service delivery

→ **Certified Architects on Staff**
Skilled professionals ensuring high-quality solutions

→ **Dedicated Team Model**
Focused teams providing tailored support and services

→ **Holistic Approach to Digital Workflows**
Comprehensive strategies for seamless digital transformation