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IT Service Management Optimization

More than just a ticketing tool

In today's digital organizations, IT is mission-critical. When IT services are unavailable or slow to respond, productivity drops, frustration rises, and business processes stall. High-performing organizations therefore rely on structured, efficient, and scalable IT Service Management (ITSM).

ITSM is not just about implementing a tool. Real value is created when processes, organization, and technology are aligned with business needs. We help you move beyond ticket handling towards a service-oriented IT that delivers measurable impact.

Together with you, we shape a pragmatic ITSM approach that fits your organization, supports your business goals, and continuously improves over time.



Your value with a modern ITSM approach

Clear IT Service Portfolio
Transparency about what IT delivers – creating a shared understanding between IT and the business and enabling measurable performance.

Efficient IT Service Operations
End-to-end service thinking to reduce handovers, accelerate response times, and stabilize operations.

Aligned IT Organization
Roles, responsibilities, and structures tailored to your services and operational reality.

Configuration & Asset Management
Full visibility of the components behind your services – enabling control, stability, and informed decisions.

Process automation & self-services
Accelerating defined, goal-oriented processes, for example through self-service portals.

Integrated IT partner management
Seamless collaboration with external partners as part of your service delivery model.

Knowledge management
Linking services with process documentation, solution descriptions, troubleshooting guides, and manuals.

Meaningful KPIs & transparency
Clear metrics to monitor performance, identify bottlenecks, and drive continuous improvement.

How you benefit – step by step

Initial consultation & orientation
In an initial, non-binding discussion, we gain a clear understanding of your situation, challenges, and ambitions.

Analysis of the current state
Through workshops, interviews, and analyses, we examine business requirements, current and target processes, organization, infrastructure, and the application landscape.
We consider procedural, technical, and organizational aspects.

Phase 1 – Insights & target picture
We document the current ITSM maturity, outline a pragmatic target state, and assess your existing tool landscape.
The result: a clear gap analysis and a realistic, prioritized improvement roadmap.

Phase 2 – From concept to execution
Depending on the results and the proposed roadmap, we either start with an ITSM solution evaluation or refine and implement the target process design using your existing ITSM application landscape.

When does ITSM optimization make sense?

Insufficient service quality
Excessive lead times for requests, incorrect prioritization, unclear responsibilities, and service disruptions.

Overloaded IT staff
Too many requests and incidents without clear process structures lead to constant firefighting, ad-hoc work, political prioritization, inefficiencies, and high frustration within IT teams.

High IT operating costs
IT operating costs appear high, while transparency on cost structures is lacking. Root causes – such as a high number of cases, supported workplaces, or required licenses – cannot be clearly identified.

Lack of transparency
Missing defined and measurable metrics regarding quality, lead times and SLAs, incidents, problems, changes, service requests, inventory (hardware & software), versions, and costs.

Existing ITSM solution with limited value
No defined service portfolio with documented end-to-end processes. Multiple isolated IT tools instead of an orchestrated ITSM solution.
A well-known ITSM suite implemented instead of a service-oriented ITSM approach.

Take the next step

Strengthen your IT as a reliable backbone for your business. With structured ITSM, you increase efficiency, transparency, and resilience – today and for the future.
Our advisors combine strategic perspective with hands-on experience from multiple industries and leadership roles, including former CIOs who understand both business and IT realities.

Your contacts



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