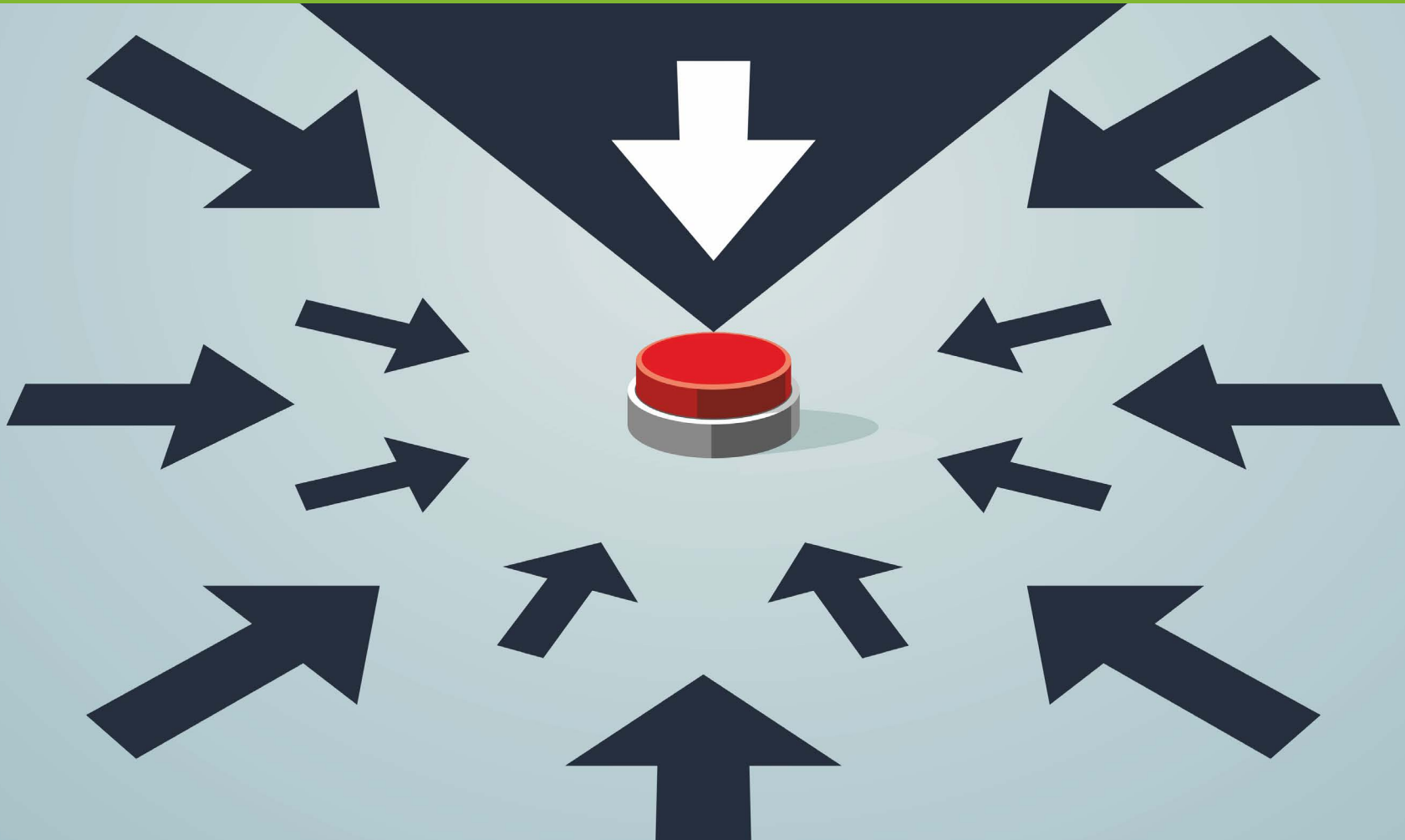


eBOOK



# How to survive switching your ITSM solution

Managing the real and perceived pitfalls of changing to a new service management toolset



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## Introduction

This eBook is all about taking the pain out of switching ITSM tools, whether that pain is real or perceived.

We will take issues or pain points that are commonly encountered and demonstrate that there is a better way to deliver service, at a cost and capability that leaves you wondering why you didn't switch sooner.

## Key topics

**What are the barriers to change?**

**Getting to grips with the true cost of ITSM and the real barriers to change.**

**Breaking down the perceptions that block change.**



## So what are the barriers to change?

ITSM tools are only as good as the processes configured to take care of customer enquiries. Tools are often limited by the extent of the knowledge of the person or people setting up these processes. Service can quickly come apart when customer demand changes or a new issue arises.

ITSM tools use knowledge bases to automate and adapt service. The team operating them uses knowledge data to help with new and existing customer issues. But the right knowledge can be hard to access and difficult to automate, preventing a fast and efficient service from call handlers.

All of this complexity leads IT teams to feel that moving ITSM tools will result in the loss of their hard-earned knowledge and a breakdown, or at least a temporary shift, in the quality of service delivery while this knowledge is migrated.

Some businesses may also want to stick with a long-term well-known provider in the ITSM market. This can be a big problem in the industry, as the established players are typically the least agile and most expensive toolsets, and are often based on older technologies. The general perception is that switching to a lesser-known tool is a risky move, perhaps due to the bad experiences that businesses have had in the past when trying to switch.



## How do we solve this?

We often find that teams have had to make the best of a process or knowledge gathering and delivery system, often working around issues rather than having the system work for them. In this instance, 4me is the ideal tool to help you rethink your service data process and to **focus on better service** rather than on how the knowledge system works. **Flexibility is key**, enabling you to work in the way that you want and to get up and running with the new system ASAP with minimum disruption.

When comparing 4me side by side with toolsets of the established vendors, any concerns soon evaporate. 4me has been built as an **agile, cloud-based** service application, so new features and capabilities are added on a regular basis to the benefit of the users and at no extra cost.



## Getting to grips with the true cost of ITSM and the real barriers to change

In reality, the cost of an older toolset will be greater than that of a more modern, agile and SaaS-based ITSM solution. In many cases, the problem is not the cost of per seat or overall licensing, but more the cost of the consultancy or implementation hours needed to switch the ITSM and to tailor it to how the business requires it to work. Legacy projects are often associated with high consultancy costs and painful, drawn-out projects that always take longer and deliver more pain than expected. In reality, it is a time is money issue, where the consultants and configuration time needed to deliver a new ITSM system prevents organisations from switching.

Although SaaS ITSM delivers better pricing, user account deployment and device-to-device availability than older, on-prem counterparts, it has still remained relatively inflexible when it comes to user access and month-to-month license costs.





## How do we solve this?

4me offers revolutionary licensing and cost-tracking capabilities so you no longer need to guesstimate the costs of service delivery and you can **see the big picture at a glance**.

There is no more guesswork and you have much **greater control**. Furthermore, you only need to pay for the tool access that you need, when you need it – with **no inflexible blanket costs**.



## Breaking down the perceptions that block change

Although not all modern ITSM toolsets are the same, there has been a significant move in recent years to more agile, flexible and easily configured systems that solve key project time issues. Revo's experience with such toolsets has enabled us to significantly reduce the time it takes to deploy and to cut the overheads that customers need to pay when switching. This is the way it should be, with the consultants' time focused on where true value is added – integrating the solution to best effect across the business and often enabling digital transformation beyond the project scope.

Value is a key phrase here. We often see businesses that are focused on the toolset and its capability and not on how great an impact the right toolset will have on other areas outside of IT. Yet the perception still persists that new toolsets will be expensive and that they will not offer the same level of integration or complexity that the incumbent system has. In reality, organisations do not realise that modern tools such as 4me are so flexible you can test their capabilities and quickly build an understanding how they can integrate and unlock greater service performance and capability for your business.





## A little time can pay huge dividends

If you are using another leading ITSM toolset, Revo is confident it can remove the pain you may be experiencing and also improve your service management processes – all with 4me. We appreciate that switching ITSM or taking time to truly assess the limitations of your current system is a big task but it will reward you with **clarity, control and cost saving**.

This is why we offer a **no-obligation workshop** where we can help you define your transition process.

**Get in touch today and we will be happy to run through how switching with Revo can benefit your business.**

The 4me logo is centered in the bottom half of the page. It features the text '4me' in a bold, white, sans-serif font, with a registered trademark symbol (®) to its upper right. The logo is set against a dark blue background that features a large, stylized graphic of a chain with several links. The chain is composed of thick, dark blue links, and the overall graphic is slightly faded and has a textured, almost particle-like appearance.

4me®

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*"I used to think switching  
service management tools  
would take too long and be  
too expensive..."*

**...until I met Revo."**



## Get in touch

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