

eBOOK

# Partnering for service management success

How Revo helps you to get the most from 4me



## Introduction

Modern service requirements are complex and there is an increasing need for toolsets that can manage complex processes and workflows. Buying off-the-shelf tools may seem like the best-value option. However, this will not necessarily enable you to make the best use of the toolset. You may spend more time trying to get it to work effectively within your organisation and not reap all the financial benefits that are possible. You need a partner who will guide you on how best to implement and use a tool that will work for your needs and that will grow and expand with your business.

This eBook will look at why a partner such as Revo can help organisations to optimise their use of the complete service management tool 4me and deliver true service transformation.

This is thanks to:

- its knowledge of the tool;
- its knowledge of business needs;
- its experience implementing it in other organisations;
- and the ability to expand the tool throughout your business.





## Knowledge of the tool

When looking for a tool to help with service management, many organisations gather a team together for an RFP process, arranging demonstrations and workshops with tool vendors or developers.

Assessing the different tools and how they can work for the business is certainly a major step. But the vendors do not necessarily have the time to understand the business fully and how the tool could be implemented within it. The project team, likewise, will only get a brief introduction to the tool.

### **Knowledge that benefits you**

Working with a partner such as Revo is hugely beneficial as it has extensive knowledge of how 4me works and how it can be used to maximum benefit within an organisation.

*“One of things that sold it (4me) to us was the partnership with Revo. They were superb. It was the way we were engaged and embraced as part of the RFP process that really sold us. The product sold itself, but it was the whole ecosystem around it that really drove it for us.”*

David Kelsall, SIAM lead

**Vitality**

## Knowledge of business needs

A service management partner is not a software developer, or pure vendor. One of the skills that any partner should have, is the ability to see problems within a business and be able to discover ways that these can be addressed or solved. Revo has worked with many businesses, in many different industries, each with their own needs, issues and requirements. Its team of certified service management professionals understands the needs of a business, inside and out, and can find creative solutions to problems.

### **Fresh perspective**

Coming from outside an organisation, a partner such as Revo can approach the project with a fresh perspective, bringing an outside view. This can help to bypass outdated or unhelpful processes that may be in place “because that is the way that this has always been done”.

### **A business-wide view**

A partner can also see across the entire business, rather than from the perspective of a departmental silo. Revo can advise not only how the tool will work for a particular department, but also its impact on other departments.

*“With a lot of organisations, after the wonderful sales experience the after-sales lets them down slightly. (With Revo) it has been the opposite. They are not trying to win my business; they are trying to change my behaviour.”*

*“(Revo) are pushing my team and challenging the norm and that helps us reshape and rethink. If you have been doing the same thing time after time, it becomes entrenched. They have made us relearn and rethink what we are trying to do and pointed us in the right direction. That has certainly exceeded my expectations.”*

Charles Bresler, CTO

**Vitality**

## Experience of implementation and training

Once a tool is selected, effective implementation is key to ensuring that it has maximum impact.

This implementation needs to combine both the knowledge of the tool and the knowledge of the business. The system must be designed around the workflows of the business and to fit the way your organisation works to ensure you gain maximum advantage. If other tools need to be integrated with your ITSM tool, you need a partner who is experienced in integrations and will make this as efficient and effective as possible.

Training staff in the use of the tool not only means they will use it; it also means that it will be used in a way that will have maximum impact.

### **Accelerating time to value**

Revo's experience of implementing 4me in businesses means that it can be designed into your business, integrated with your other tools and your staff will be trained to use it. All this will be done for maximum effect in the minimal amount of time, meaning time to value is much quicker.

*"The speed at which you responded, your expertise and suggestions on how we best utilised 4me and the help you provided my onsite team is very much appreciated."*

Andy Best, Strategic Lead, IT Finance and IT  
**Thurrock Council**

*"Yesterday's training was absolutely brilliant, incredibly detailed and extremely helpful for unaccustomed users. We couldn't ask for better support after go live. So thank you for your time and effort, (it is) much appreciated!"*

Katarzyna Kharel, SAP Data and E-Trading Controller  
**SSP UK**



## Ability to expand

Once you have your service management tool, how are you going to ensure that it continues to be used to maximum effect? You do not want to burden your staff with monitoring all the latest releases and updates to any tool. Even with a tool such as 4me, which constantly updates and adds features automatically for every customer, a partner such as Revo can help to ensure that you get the most from it. The partner will be aware of new features and releases and be able to advise your organisation how best to take advantage of them. Your staff are free to focus on their work for the business. As your business grows, Revo can ensure the tool will expand and grow with you.

Many businesses, once they start to use 4me in one department, very quickly can see the benefits of using it across other departments. Trying to achieve this from within is time-consuming and will take staff away from their primary roles. A partner such as Revo will be able to rollout 4me across the business with ease. Its experience of implementing 4me within part of your business, and its knowledge and experience of the tool's implementation and use in other organisations, means it will be able expand 4me across your business without duplication of processes, unnecessary costs and without error.





## Conclusion

If you are looking for a new ITSM tool, partnering with service management professionals such as Revo will ensure that you get maximum benefit, minimum pain, and maximum value. They will take the time to understand your business, how it works and where it does not work, and help you to see how and where you can work more effectively and efficiently. You will be supported from the first meeting, through tool selection, implementation, and training, to go live, and beyond.

*"The (Revo) team is constantly with us to drive that success and it is wonderful for me to be part of that. We feel that passion and it comes through. They want to drive my vision and that's what I appreciate."*

Charles Bresler, CTO  
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## About REVO

Revo has been working with 4me since the beginning, building years of experience delivering 4me implementations and connecting 4me with other applications. Our team of specialists applies a great deal of industry knowledge to every customer project, helping you get the most out of your system and delivering true service transformation.

We do not offer our customers a selection of service management toolsets. This is because we believe in the technology and approach of 4me above that of other vendors. Revo also appreciates that a reseller partner that offers multiple solutions must appear confusing to customers and make them wonder why this would be the case. We want our customers to trust us and to have a true partnership that delivers tangible results. That is the Revo difference.

If you would like to learn more, please contact us.

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



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Charles Bresler, CTO

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## Get in touch

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