

Revo 4me eGuide

# The Missing Link

How a managed service can help you get the most out of your 4me service management system





**Simon Martin**

Managing Director, Revo 4me

**It's never felt right to me that a client relationship starts with the implementation of a system and ends on launch day. Being able to support clients through what happens next is an important part of what makes Revo different and why our 4me systems deliver such impressive ROI for our clients.**

I've worked in IT services for a long time, and I firmly believe the technology and approach of 4me offers the best service management solution (in terms of both features and value) on the market. But to get the most from the platform, it needs nurturing. The brilliance of 4me is how often they release enhancements and the flexibility it allows to expand the solution into to more business support functions. But inhouse IT teams don't necessarily have the time and resource to act on these improvements and develop their systems to deliver long-term, added value.

Although the managed service model has expanded rapidly across the technology market over the past decade, it's yet to become commonplace in the service management space. In fact, we're currently the only 4me partner to offer ongoing support to organisations. So here, we explain how a managed service completes the service management jigsaw and why it's become one of the aspects of our offer that clients value most.

## The optimisation gap

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Did you ever get around to adding the extra functionality that came with the last round of updates? What about those integrations requested by your service desk agents? And are the plans to expand your service management into HR still on the backburner three years on? We hate to break it to you, but a common side effect of a successful service management solution is the development roadmap for your system keeps getting longer.

Organisations today are navigating a tsunami of technology-led change. And as the rate of digital transformation continues to accelerate, even at very large organisations, keeping technology updated and utilised to maximum effect can be a challenge. Consequently, while many organisations today have invested in service management solutions, only a small proportion have the expertise to implement them to the highest level of maturity.

**Here we explain why a managed service could provide the missing link to close the optimisation gap for your organisation.**

# 31%

*Extending ITSM principles to other departments is something under one third of organizations had in place.*

- Information Week's 2022 State of ITSM and ESM survey



## The optimisation challenge is intensifying

While the capabilities of service management software are expanding vastly, poorly optimised solutions can be a huge burden on organisations. Depending on your overstretched internal IT team to administer updates, maintain systems, and implement new functionality for your service management software could mean you're paying for features you've never activated. And as a result, the system you're using barely scratches the surface of what it's capable of.

**8%**

*Only 8% of organisations felt their ITSM technology was fully optimised.*

- Information Week's 2022 State of ITSM and ESM survey

# 44%

*Heavy reliance on IT to administer ITSM systems was rated as a top challenge by 44% of organisations.*

- Information Week's 2022 State of ITSM and ESM survey

4me operates from the Cloud. This creates the flexibility to seamlessly issue and upload feature updates and bug fixes. It also makes sure security is continually monitored and updated to meet the rigour of regulation and so resist increasingly sophisticated cyber threats. As a result, the functionality of 4me service management software is continually expanding. But this creates opportunities to scale and develop systems that IT teams don't have the skills, time, and budget to deliver.

40% of organisations in Information Week's 2022 State of ITSM and ESM survey reported that the last time they refreshed their ITSM technology was six years ago or longer. That's a lot of missed opportunities to optimise your system. Unused functionality, missed updates and failure to resolve issues – system neglect builds up over time and that's when your user experience deteriorates and agent productivity declines.



# 5 symptoms of **poorly managed** service management systems



## **Dissatisfied end users**

Declining use, reduction in tickets logged, a general sense of end user fatigue – all signs that action is needed to make a system more fit for purpose.



## **Poor automation**

Failure to hit productivity targets might be down to not identifying repetitive actions that could be automated to resolve tickets more efficiently.



## **Poor agent experience**

When a system isn't supporting service desk teams as well as it could, you might notice increases in absence, low morale, and a rise in staff turnover.



## **Lack of integration**

Service management systems operating at their best make it quicker and easier to search and locate information to resolve queries. This relies on integrations with other third-party systems.



## **Missed opportunity to scale**

What's the impact of choosing not to extend your service management approach to other departments? What additional productivity gains are you sacrificing?

*“A lot of our people didn't use our previous portal because it was considered difficult to use. We were also paying for features in our licensing that we weren't using. And then, on top of this, we were having to use a third-party contractor to help us administer the platform because we lacked the inhouse expertise.”*

**- Mike Rossi, Senior IT Manager,  
The Fiskars Group**

# Future-proof your service management

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**With a managed service, nurturing your system is budgeted for as part of the cost of the system, rather than treating it as a supplementary, ad hoc expense.**

When service management systems are easy to use and administer, it goes a long way towards improving the efficiency of your service desk and your IT budgets. But who is responsible for evolving and future-proofing your service management system? Your IT team is already likely to be at full capacity in terms of workload. Yet adding additional headcount to your team seems unnecessary. And many IT teams don't have the budget to stretch to full outsourcing. Revo developed its managed service model to bridge this gap.

At a generic level, a managed service is a partnership with an IT partner where you get regular technical support for your service management system for a more cost-effective fixed fee. This allows you to update and expand your system when you need to, without the cost and effort of hiring and training employees.

*"I would recommend 4me and Revo to other companies looking to future-proof ESM. We are 100% satisfied. And we only see it growing as a partnership."*

**- Dave Kelsall,  
SIAM Lead, Vitality**

## With a managed service you **GET**:

- ✓ Direct access to niche technical expertise from a vendor team that understands your business.
- ✓ A transparent, fixed fee that ensures development of your service management system is budgeted for from day one.
- ✓ Proactive advice on how to maximise the ongoing value of your service management solution.
- ✓ A more affordable alternative to traditional outsourcing.
- ✓ Expertise to expand 4me beyond IT into other service departments.

## With a managed service you **DON'T NEED**:

- ✗ To hire in and train additional team members to maintain your 4me system.
- ✗ To incur the cost and loss of control of outsourcing your service management system in full to a third party.

*"The managed service is a big win for us. Revo's knowledge of 4me is fantastic and we like the fact that we know exactly what we are spending. And from a personal note, I like dealing with smaller operations because you get a much better result when you can build a rapport between yourself and your supplier."*

- Mike Rossi, Senior IT Manager, The Fiskars Group

# What does a managed service include?

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The Revo managed service model bridges the gap between full outsourcing and the inhouse DIY approach. As the first 4me partner to offer this, we've created the precedent for what a managed service covers in IT services. Here are some of the key features:



## Regular update meetings

The frequency of meetings depends on the needs of your team and the complexity of your system. But typically, this is a weekly catch up with whoever is responsible for 4me in your IT team and covers the day-to-day operation of your system.



## Ad hoc support

We're on hand to help when you're troubleshooting issues with your system and to make sure you understand the impact and relevance of new 4me features and updates as they're released. Our managed service gives you the comfort that you can get in touch whenever you need help or guidance. With a managed service, conversations don't come with an additional cost.



## Steering group meeting

Working as a trusted partner allows us to take a more strategic approach to your service management system. Regular steering group meetings give us this perspective. This time is dedicated to identifying improvement areas and developing your 4me development roadmap in the context of supporting your wider strategic goals and ambitions.



## Team training

With a managed service, you retain overall control of your 4me system – this isn't an outsourcing arrangement. Instead, we upskill your team, so they have the knowledge they need to make the most of all 4me has to offer. For example, we provide training for your admin teams and specialists, so they can help support your end users and increase adoption of 4me across your business.



## A fixed cost service

The Revo managed service is a three-year agreement that we tailor to your needs. This ensures a predictable cost, so the management of your system is budgeted for from day one.

*"A benefit of the managed service is that you can have conversations without thinking this is going to cost me more. I've actually gone back to Revo on three different occasions, and asked, 'is this included in that service? Or is there a cost?' I personally felt there should have been a cost, but they came back and said it's included in the managed service. It's been very surprising to me, the extent of the managed service, and how great it is."*

**- Mike Rossi, Senior IT Manager, The Fiskars Group**

*"4me's pricing and flexible licensing model was a big selling point as our previous provider was quite expensive. Effectively, we reduced the cost by 50%, and that includes the licensing and using Revo as a managed services partner. We've got a team there that we can call at all times and that can handle everything for us. That to me, is an absolute bargain. We absolutely get value for money."*

**- Dave Kelsall, SIAM Lead, Vitality**

## **A checklist:**

# **What to consider when you're weighing up your managed service options**

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### **✓ How accessible is support?**

The benefit of a managed service is ongoing access to experienced, technical expertise. While scheduled reviews and regular briefings are the backbone of this kind of support, flexible access to experts can be a vital system lifeline if you hit a time-sensitive issue.

### **✓ Do you need more than a maintenance service?**

A managed service offers more than standard software repair and troubleshooting. Engage with a managed service provider that you can trust to give you the proactive insight and support you need to evolve your system to meet changing business goals.

### **✓ Would you benefit from a niche managed service provider?**

Your managed service provider should offer access to a team of technicians with deep experience in optimising and developing your specific service management software. Working with a niche managed service provider that focuses on a single tech stack can offer significant benefits.

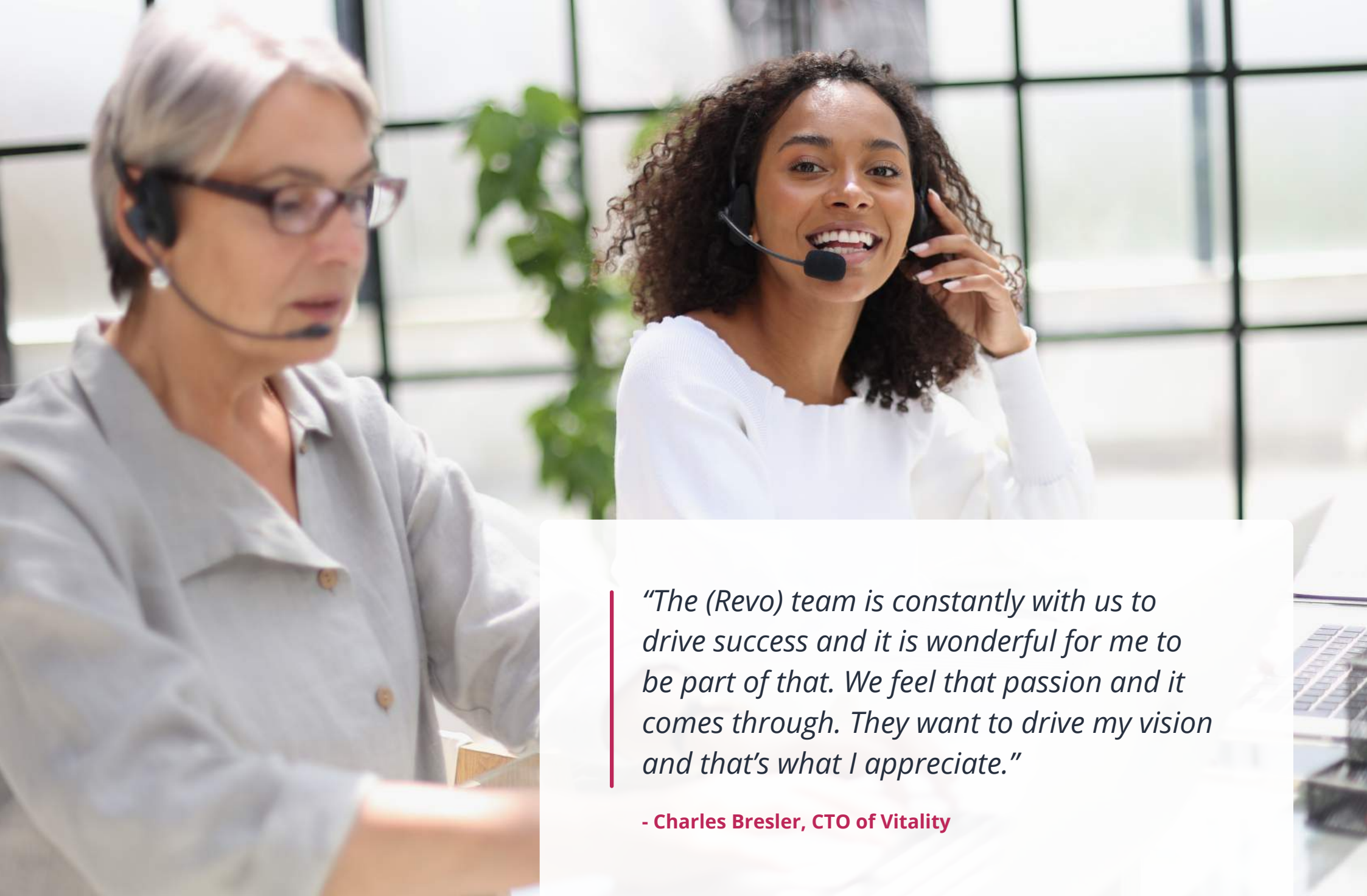
### **✓ Are they sensitive to your budget?**

A good managed service provider will offer services that you can predictably budget for, e.g., a defined service for a fixed fee.

### **✓ Will they make your success a priority?**

How much time will they dedicate to getting to know your business and your goals? Can they help to train your team?

**That's a lot to consider. But a good provider will happily walk you through their managed service process.**



*"The (Revo) team is constantly with us to drive 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 of Vitality**

# A managed service should feel like a partnership not a transaction

Partnership – this encapsulates everything I believe a managed service to be. It's not about simply servicing your system – it's about working together to optimise your 4me to deliver strategic business outcomes.

A managed service achieves by taking the complication of cost out of the equation. It means you don't need to waste time pondering whether you need to ask an expert about an issue, you just raise a ticket without a second thought. In short, you gain the freedom to contact us without fear of a bill.

## So, now it's over to you to decide what to do next?

If you're switching to 4me, or maybe you're launching a service management system for the first time, the primary goal is probably getting it up and running on time. But what we often see is that with all focus channelled into achieving a live system, what can be overlooked is, what happens after launch day. Have you considered how you'll keep track of new features? Or which updates are relevant to your business? What will you do if you need to add a new integration? Or when your CEO asks, could 4me work for facilities too?

What is often learnt too late is the need for expert assistance doesn't suddenly disappear once your system is live. So, if you ask me when should you think about discussing a managed service? My advice is to have it in place from day one.



**Simon Martin**

Managing Director, Revo 4me

# About Revo 4me

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We're service management experts with a 100% focus on optimising the 4me solution for our clients. For us, delivering a solution is more than handing over a license – it's about designing workflows that perform for you today but also evolve with you as you grow. That's why we offer a managed service option to our clients.



**WEBSITE**

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