



Core IT Modernization

Intelligent IT Service Management

IT teams today spend a majority of their time ensuring that IT systems run without glitches — business as usual. This often leads to bottlenecks and squeezes time for innovation, making internal customers lose faith in the services provided by IT departments. In fact, IT teams continue to struggle with ever-increasing costs and complexity of operations, while being unable to introduce a satisfactory level of ITIL-driven streamlining, automation, and orchestration.

While many organizations have made significant investments in ITSM tools, they often find the tools even more expensive to upgrade with specialized resources needed to make the most of them. This also means that they need to deal with endless tool sprawl and are unable to pinpoint root causes since monitoring tends to be siloed and its nearly impossible to connect the dots for a complete picture. Even organizations that have kickstarted automation with artificial intelligence and machine learning realize that they have fallen short of optimization.

To compound the problem, many enterprises feel that their contract with their existing service providers does not allow for operational transformation. Their providers have stopped short of exploiting opportunities to consolidate, automate, orchestrate, and streamline processes and instead settled for status quo — if it ain't broke, don't fix it.

Persistent's Intelligent IT Service Management

Persistent's Intelligent IT Service Management helps you **improve the experience for both end-users and IT service teams** with faster response and resolution times, end-to-end ticket ownership, proactive and pre-emptive problem resolution, and continuous service improvement using automation and orchestration.

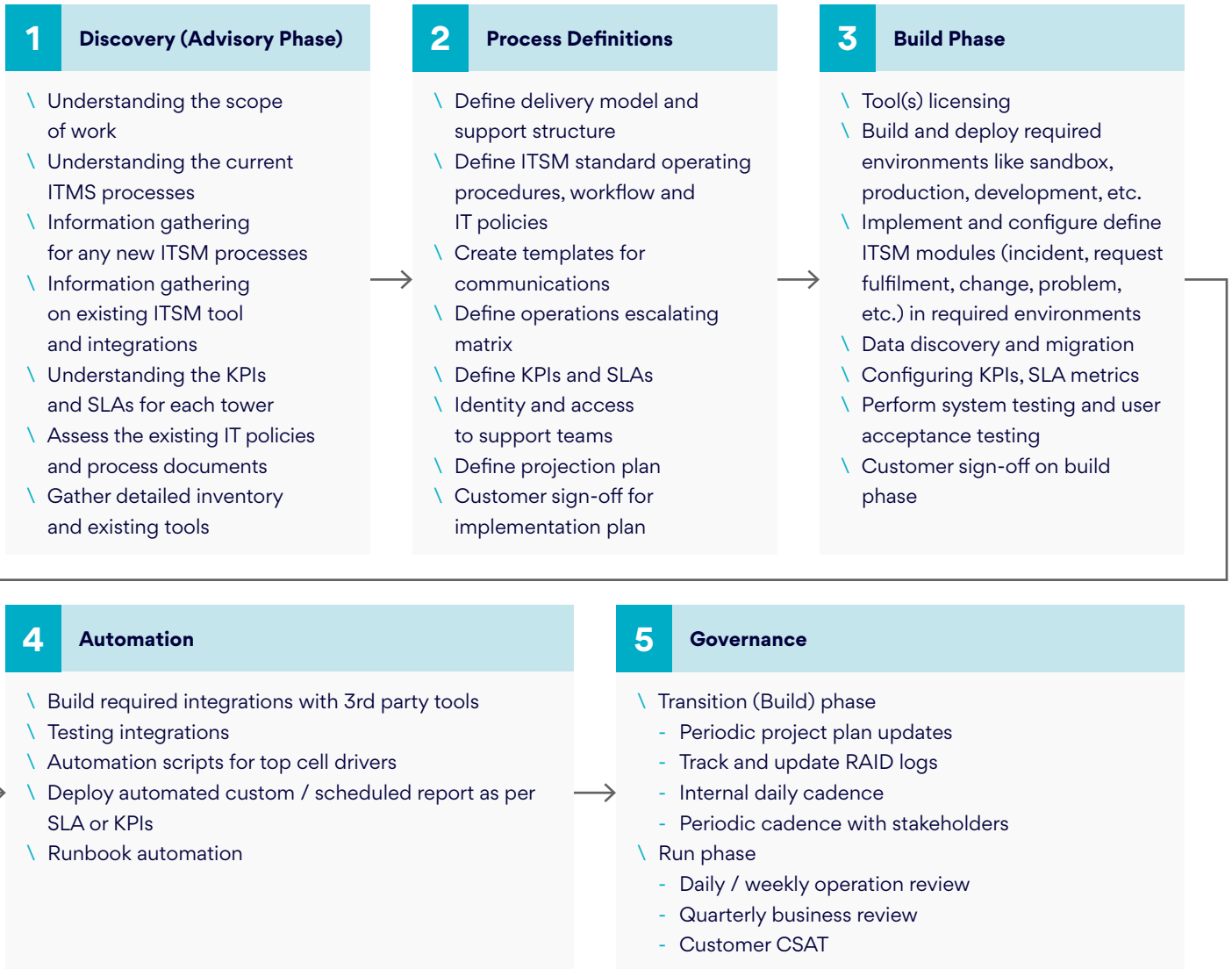
We provide **out of the box integration of the ITSM platform** with infrastructure, application performance monitoring and collaboration tools, and active directory integration to converge into the single

source of truth — a configuration management database (CMDB). Persistent provides multi-skilled around the clock support using our intelligent service management framework that can **reduce OPEX by 50%** and help you **go-live in just four to eight weeks** for simple to medium complexity deployments.

Persistent's Intelligent IT Service Management is centered on **delivery excellence** and the art of the possible. We don't just help you maintain business as usual — we help you transform.

How it Works

Process Flow



Transform your IT service management with automation and orchestration today.

[Request a Consultation](#)

About Persistent

With over 13,500 employees around the world, Persistent Systems (BSE & NSE: PERSISTENT) is a global services and solutions company delivering Digital Engineering and Enterprise Modernization. Our next-level capabilities and solutions that support continuous innovation help enterprises boost efficiency, resiliency, and agility with a solid core IT modernization strategy.

India

Persistent Systems Limited
Bhageerath, 402,
Senapati Bapat Road
Pune 411016.
Tel: +91 (20) 6703 0000
Fax: +91 (20) 6703 0008

USA

Persistent Systems, Inc.
2055 Laurelwood Road, Suite 210
Santa Clara, CA 95054
Tel: +1 (408) 216 7010
Fax: +1 (408) 451 9177
Email: info@persistent.com



Persistent