



## ITSM Coach runs alongside any service desk application

- ✓ Easily Baseline Existing Performance
- ✓ Transition to Service Based Measurement
- ✓ Set Goals and Track Success

Plus: Step-by-step guidance and access to published industry leaders!

### 30 DAY FREE TRIAL!

Start Improving Your IT Practice Today!

[contactus@thinkitsm.com](mailto:contactus@thinkitsm.com)

## About ThinkITSM

At ThinkITSM, our vision is to make Continual Service Improvement (CSI) adoption affordable and practical. We believe CSI is the key to reducing costs and optimizing service delivery in IT today.

This vision culminated in the creation of ITSM Coach, a flexible set of tools and consulting that helps bridge the gap between ITIL theory on service improvement and the ability to apply that theory to real world IT situations.



Define Measure Achieve. Repeat

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# ITSM Coach

powered by thinkITSM

## The fastest most effective way to improve IT Service Delivery



ITSM Coach is SaaS based. It's completely secure, easy to use and there's no download!

# Start Your Journey Now.

## Measure IT!

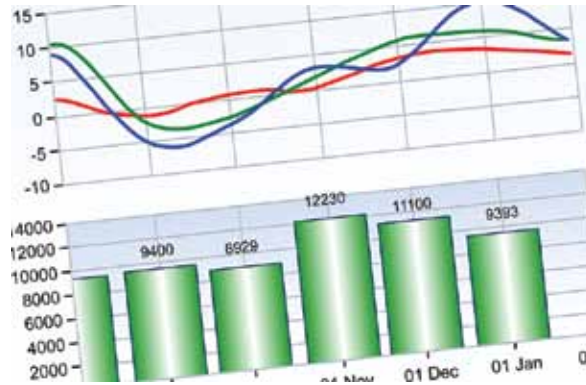
ITSM Coach brings a new approach to dashboards, reports and analytics focusing on the measurements that drive improvement in IT Service Delivery.

Eliminate countless hours massaging data and deliver new reports instantly with no development!



## Customer Surveys

Measure customer satisfaction with pre-defined or custom satisfaction surveys. Easily manage your distribution list, schedule automatic surveys and view results on one easy to read screen. Benchmark your performance against your established goals or other organizations in your industry.



## Easily Integrate Your Data

Everything required to convey information from your service desk tool is configured by us, with no additional charges.

## ITSM Practice Maturity Assessment

The ITSM Coach assessment tool draws from industry recognized frameworks like CMMI and COBIT, creating a simple and practical way to self assess.

Unlimited self assessments are included as part of ITSM Coach and can be used as many times as you need!

# When you need ITSM Coach.

## Are you...

- Wanting to improve IT support and want to show tangible results?
- Wanting to implement IT best practice frameworks?
- Buying or upgrading a help desk tool and want to measure your ROI?
- Looking to implement recent ITIL or Process training learnings?
- Want to improve your customer satisfaction?

## We can help!

