



The Service Management Company



Strategic analytics for the enterprise

Analytics to drive efficiency and increase productivity

Effortless report generation

Build weekly reports in minutes not hours and have the answers to ad-hoc questions.

Use real-time data to drive decision-making

Stop using last week's data to set tomorrow's direction.

Kill Excel, PowerPoint and manual reporting

Remove the hours spent extracting and manipulating data.

Empower your people to meet business objectives

By making metrics visible to the workforce they can have an influence day-by-day, rather than waiting to be told where improvements should be made.

Trust your data rather than ignore it

Stop creating the same old reports each month and deliver insights into how you are performing.

Stress free compliance – predicting risk

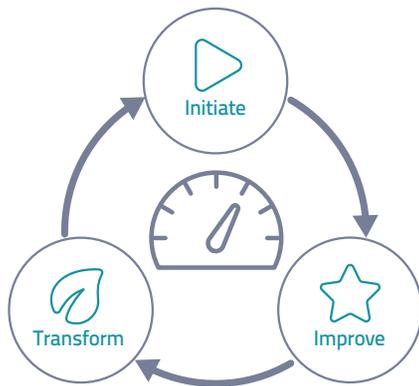
Using the full potential of the ServiceNow® platform, we apply our experience in highly regulated environments to industry measures which reassure you that your business is compliant, and where your next risk may come from.

TESM is a Gold Services Partner of

servicenow™

What TESM offers

We offer several tiers of service that can grow alongside you. Start with a short engagement to kick-start your analytics journey and then move to a service that drives continual improvement:



1. Initiate

- Reporting and analytics implementation using TESM methodology across toolsets
- Bespoke metric and KPI packages to support new processes
- Training packages

2. Improve

- Structured data and analytics roadmaps
- Value realisation analysis
- Best practice dashboard design

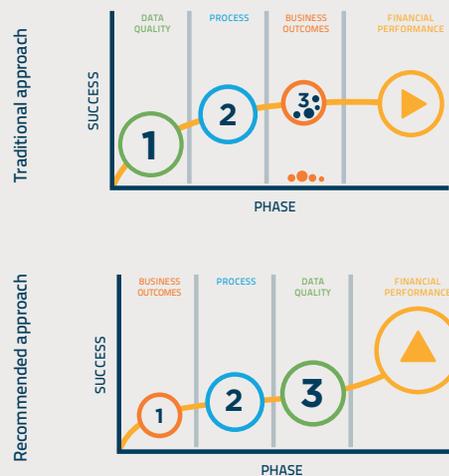
3. Transform

- Data analysis supporting continual service improvement
- Fully managed reporting service (create, change and run)

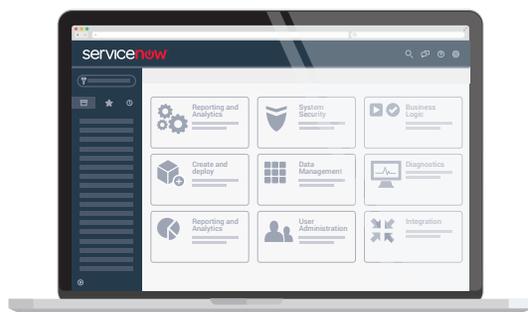
What makes us different?

Business objectives – our approach takes your high-level business aims and the corresponding IT objectives, and builds targeted measures that help you achieve them. These measures are relevant to the audience.

Culture – we don't just build the metrics, we transform business cultures by putting the correct analytics tools in the hands of the workforce, creating the ability to use the insights to improve day-to-day employee decision-making.



(Diagrams developed from Gartner EIM)



What skills are available?

We combine Enterprise Service Management process expertise with data visualisation instinct.

Our highly skilled process consultants work with our reporting specialists to build relevant dashboards for each of your business processes. We understand how to visualise data, improve productivity and enable your workforce to focus on what's important, and can apply our principles to whichever application you use, e.g. Tableau, Business Objects, Qlik, Microstrategy.



For further information on Analytics please contact us:

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