



Smarter IT ticketing

Revolutionize your IT support with instant issue resolution, seamless ITSM integration, and a path toward zero-ticket operations.



Manual ticketing delays IT response and degrades digital experiences

When IT service delivery teams are bogged down by repetitive tasks, manual ticket triage, and competing priorities, organizations struggle to deliver quality IT service experiences.

Users become frustrated as minor service disruptions fail to be resolved over time. When this happens, trust erodes, productivity drops, and your workforce's overall digital employee experience (DEX) takes a hit.

By integrating your DEX tool with your ITSM system and understanding the intricacies of your ticketing priorities, SHI helps you:

- transform incident response workflows with tailored interventions that accelerate issue resolution and reduce ticket volume.
- reduce human error that can arise from the mishandling of tickets across categorization, prioritization, and escalation.
- improve service scalability so your IT teams can manage increased ticket volume as your organization grows without needing proportional staff increases.

Lay the foundation for zero-ticket operations

At its core, automating trouble ticketing enables IT teams to detect and resolve issues before they escalate, reducing users' need to submit tickets manually. This shift toward proactive resolution lays the foundation for a zero-ticket future, where seamless remediation replaces reactive service requests.

Unlock ticketing efficiency and consistency



Automate common issues:

Identify recurring problems that can be resolved automatically or with a single click.



Enhance IT service consistency:

Standardize alerts and ticket conditions with documented, compliant workflows.



Reduce employee pain points:

Detect service degradation before users are affected.



Unify IT visibility and streamline workflows:

Ensure seamless operations with integrated, proactive IT support.

A scalable and proactive IT support model

SHI's deep DEX expertise and phased integration approach ensure resilient, compliant solutions, even in complex environments.

1	Discovery	We start with a comprehensive analysis of your ITSM data, identifying high-impact, recurring incidents.
2	Define priority tickets	Using what we uncover, we collaborate with your stakeholders to prioritize automation targets based on incident frequency, criticality, and potential for risk reduction.
3	Build ITSM integration	We configure the ITSM connection by assigning access roles, setting up fields, and linking the ITSM system with your DEX environment.
4	Specify alert conditions	We develop tailored alert thresholds that reflect your organization's risk tolerance and escalation policies, ensuring auto-generated tickets are actionable and relevant.
5	Implement ticket automation	We test the functionality of auto-generated tickets, ensuring the solution works before it is rolled out across your organization.
6	Review and expand	We partner with your IT team to assess ticket outcomes, adjusting creation criteria to balance ticket volume and relevance. We also extend this automation to lower-priority tickets as needed.

SHI can integrate your DEX tool with your ITSM solution, including: BMC, JIRA and ServiceNow.



servicenow

Automated trouble tickets

Reach out to learn how SHI can help your IT service delivery team fix faster, frustrate less, and automate more.