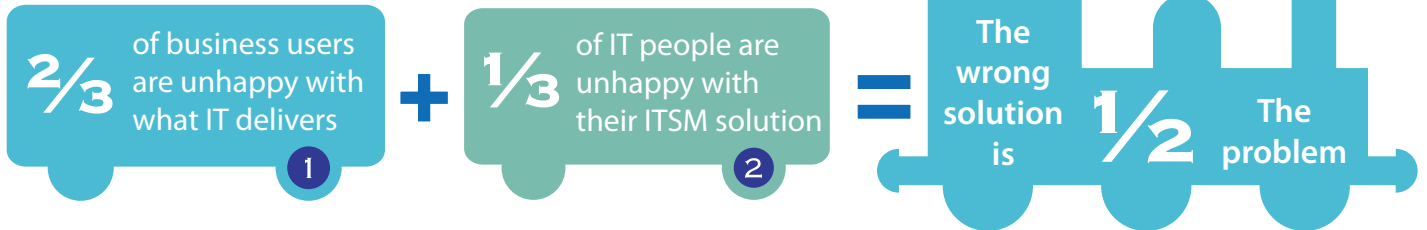


CHANGING ITSM SOLUTION?



BUSINESS DRIVERS

Management change. Costs too high.
Cloud/SaaS technology strategy.
Merger/acquisition driving consolidation.
Moving to a shared services model.

TECHNOLOGY DRIVERS

Outdated ITSM technology. Poor support.
Maintenance/Administration overheads too high.
Solution sunseting. Version-lock.
Over-customization.

THE SOLUTION REPLACEMENT JOURNEY

