

Take your customer service to the max  
with full control over employee  
requests in ServiceNow®



## Overview

Deliver five-star customer experiences to your organization, and solid savings to the bottom-line all from within ServiceNow.

An easy to use, service catalog-based approach to offering and managing service requests and incidents in your Shared Services organization. Automate the back-end fulfillment process complete with routing, notifications, approvals, and analytical insight into each services' impact and demand.

At the same time provide your users with a modern Service Catalog that offers users a friendly and easy-to-navigate experience.



Provide a "store-like" experience to allows users to request Services, access knowledge libraries, track status, and submit incidents - online, 24 hrs a day in a centralized system of engagement for all things "Shared Services".



Web and mobile-based Service Catalogs and Shopping Carts put common requests available in an intuitive, way that and can be requested with ease - and all requests can be tracked through completion.



Track and maintain the backend fulfillment process complete with routing, notifications, approvals, and analytical insight into each services' impact and demand. It's easy to document, define, and review repeatable processes.



Shared Services Manager offers a consolidated view not just for your customers, but for the people who manage your fulfillment centers as well. Workflows and processes can all be design and stored in a central location and leveraged as often as needed. Reporting on request volume and order metrics is simple and provides leadership with real actionable insight.

### Learn More

[www.staveapps.com/products/  
shared-services-manager](http://www.staveapps.com/products/shared-services-manager)

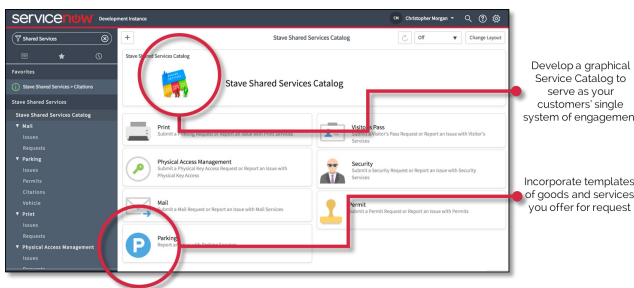
### Instant Integration

Shared Services Manager was designed to integrate with the complete Stave application portfolio for maximum benefit. Try taking your service delivery for customers to the max with Relationship Manager, one of our business applications. Or ensure your providers are always on target with a utility integration with Stave Calendars to publish tasks across devices.



“I know exactly where to find that!”

Automate and track the request process for common services provided to your employees. Template common variants of requests to save both time, and eliminate user confusion.



Develop a graphical Service Catalog to serve as your customers' single system of engagement

Incorporate templates of goods and services you offer for request

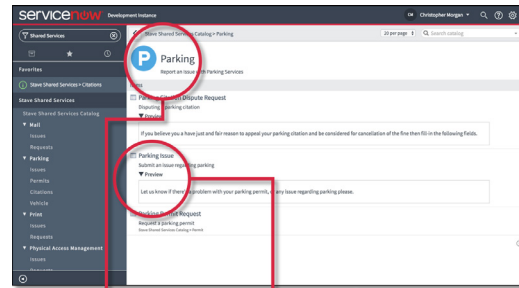
### Powered by the Platform

All Stave applications are run within the ServiceNow platform. Because we leverage that power, our apps inherit every benefit of that solution, and make use of the powerful accessibility and redundancy of their datacenters. You benefit by leveraging your existing investment, and being able to go further, faster.



Recycle. Re-use. Reduce (Wasted Time)

Develop a graphical Service Catalog to serve as your customers' single system of engagement. Incorporate templates of goods and services you offer for request.



Automate and track the request process for common services provided to your employees

Template common variants of requests to save both time, and eliminate user confusion

Contact Stave

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