Rapid Service Management Onboarding

Rapid Service Management Onboarding (RSMO) is designed to kickstart your Service Management journey.

For great service managment experience organisations need to have deep expertise in service management best practices and how new ITSM technologies can be applied to transform customer experience and service management efficiency. However, many organisation have limited capabilities in service management processes and lack the skills to exploit new technologies such as automation, chat and AI. This leads to slow or limited value realisation from a significant organisational investment.

Fusion's RSMO service uses a prescriptive approach to deliver an enterprise class ITSM platform within 4 to 6 weeks. This includes coaching to instil good practice across operating model, process and tooling. The approach delivers rapid and on-going value realisation as the organisation matures and transforms its service management capability.

Fusion achieves these outcomes through the unique Intellectual Property (IP), gained by working with hundreds of global organisations across various industries and sectors. This IP is in the form of accelerators such as:

- **Accelerated Service Catalog** – Over 100 common IT services to build a critical mass service catalog day 1.

- **Good Practice Foundation and Process Data** – This data provides a consistent structured for service management allowing improved reporting, automated assignments, automation of common tasks identified by the use of AI.

- **Predefined Scenario Training** – Allowing walk through of common tasks for service management roles that helps coach customers in good practices processes and tool usage.

Following on from the onboarding Fusion will continue to benchmark your operating model performance as part of our Transition Managed Service or a specific engagement. This tracks the benefit realisation and can form the basis of a Continue Service Optimisation initiative to drive the service management transformation and the roadmap.

Key Outcomes

- **Rapid Deployment:** Delivers enterprise class ITSM solution in 4 to 6 weeks that transforms service management capability and enables future exploitation of the platform.

- **Rapid Self-Service Adoption:** Fusion provides over 100 common IT services to deliver a critical mass service catalog. The catalog is matched to the existing incoming load by using Fusion's AI Talos to understand user needs.

- **Introducing Services Faster** Ability to introduce new services rapidly that can be fully utilised by Service Desk Agents, employees and customers.

- **Reduced Resolution Times:** Improve knowledge and knowledge generation reduces resolution times. In addition, self-service provides a mechanism for automation of common requests leading to a significant reduction in resolution times.

- **Reduced Service Desk Load and Overtime:** Improved self-service adoption combined with reduced resolution times delivers significantly reduced service desk load and overtime requirements.

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