



TRANSITION
TECHNOLOGIES

The background is a dark purple gradient with faint, semi-transparent images of stacks of coins, a bar chart, and percentage symbols. A prominent white graphic of an upward-pointing arrow with a percentage sign is overlaid on the right side.

Maximize value and minimize costs with ITSM

Increase your organization's
financial efficiency

Cost efficiency through ITSM

Strategic financial management is one of the conditions for the success of an entire organization. Companies, in order to survive and grow, must pay attention to cost saving opportunities and actively monitor organization's business technology processes, eliminating waste and optimizing operations. Achieving these goals is made possible by **ITSM** improvements, the capabilities provided by the IT Service Management platform - a strategic tool that helps organizations deliver IT services as needed, while reducing expenses.

In the face of increasing market demands, maintaining a balance between service quality and cost reduction is becoming a challenge. **Financial efficiency is not just a catchy slogan, but a condition for maintaining competitiveness and stable development.**

ITSM improvements ensure standardization of processes, optimization of resources, and focus on real customer needs, so that ITSM weaves into an organization's strategy as a driver of saving money and increasing efficiency.

The role of ITSM

Learning about the role and impact of ITSM on business processes, as well as identifying an organization's needs in the context of IT service management, are key to successfully implementing this platform in an organization.

How does the operation of ITSM affect the management and delivery of IT services?

First and foremost, **ITSM is a comprehensive approach that encompasses processes related to the management of IT resources and services, company resources and also people-centered activities.**

The primary function of ITSM is to provide an organization's management model through which the business value of delivered services is maximized, while at the same time the total cost is justified and accepted. ITSM defines procedures, directs resources, and monitors and improves processes to deliver services according to customer expectations.

ITSM encompasses both technical and human resource management aspects, as well as effective process management. It is the cooperation of these three elements, the fine-tuning of their complex relationship, that makes up the full effectiveness of ITSM.



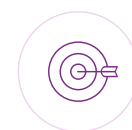
Maximize the business value of the services provided



Define procedures and processes



Monitoring of resources and infrastructure expenses



Improve service delivery and user experience

Cost optimization

As organizations face increasing market expectations, IT operations are becoming an arena for cost challenges. Identifying the issues is key to understanding why cost reduction in IT is so important today.



IT operations often involve unpredictable increases in infrastructure and maintenance costs, increasing demands on human resources, or inefficient use of available technologies. **Data growth or the development of new technologies generate additional expenses that are difficult to predict.**



Inefficient IT processes, such as service delivery delays or project management errors, have a direct impact on an organization's budget. The consequences of these problems spread throughout the business structure, generating unnecessary costs and impacting the company's ability to remain competitive.



Improper management of IT operations leads to cost overruns. Without effective project control, resource allocation and cost monitoring, organizations can find themselves in a situation where expenses exceed initial estimates. The result? Financial risk and loss of control over budgets.

Benefits of ITSM

- The ITIL practices by which ITSM platforms are developed offer a structured approach to IT service management, leading to a better understanding and control of costs by standardizing processes. This, in turn, enables organizations to manage resources efficiently, minimizing wasted time and money. **Transparent and coordinated operations lead to process optimization, which translates into savings.**
- Automation is another factor in cost optimization strategies. ITSM makes it possible to automate a wide range of activities, from handling requests to **monitoring** systems. The possibility to reduce manual efforts not only speeds up processes and services, but also eliminates the risk of human error, which translates into operating cost reduction. **The speed and precision that automation brings translates into significant operational savings.**
- Another of the benefits of ITSM is that instead of an ad hoc response to problems, it promotes proactive incident management. By implementing risk management and resolving issues before they escalate, the cost of downtime or failure can be avoided. The emphasis on proactive incident and problem management not only allows to save money, but also to improve operational efficiency. **Avoiding major problems is a direct way to reduce costs related to failures and lost time.**

- ITSM change management process also plays a significant role in cost reduction and is related to the process described earlier - the occurrence of an incident requires a change, or improvement, so that the company will prevent the same risky situation from occurring again. ITSM makes it possible to plan and control the implementation of changes, and this translates into an increase in the quality of IT services, improved operational efficiency and lowering costs associated with repairs. IT expenses are optimized and funds can be used more efficiently. **Change management will streamline the system, measure operational efficiency, optimize costs and improve the quality of IT services and thus customer satisfaction.**

ITIL practices and ITSM advantages enable IT service improvement, proper service management, resource optimization, use of automation, and proactive management of incidents, problems, changes and many other processes. All this helps improve the company's cost efficiency.

Implementation of tools

ITSM solutions are **software** and tools, as well as ITIL practices that enable effective service management and achieve maximum cost optimization. ITSM strategies focus on maximizing business value and needs such as:



Process standardization

One of the key elements of effective ITSM is the standardization and optimization of processes. When procedures are uniform and understandable, it is easier to achieve cost savings and avoid unnecessary complications. Standardization contributes to achieving best value and making cost effective decisions.



Process automation

By implementing automation tools for automating repetitive tasks, organizations not only save time, but also minimize the risk of errors and expensive repairs.



Effective human resource management

Includes, among other things, allocating employees appropriately and investing in competence development. Flexible work models and investments in training enable better utilization of the team's potential, which translates into cost efficiency (the company does not need to hire external specialists).



Proactive management of incidents, problems and changes

Proactive process management framed in a well-defined way is the key to cost savings associated with handling failures or outages. Early detection of potential problems allows them to be resolved quickly before they turn into costly failures.



Developing a culture of continuous improvement

Introducing a culture of continuous improvement encourages teams to actively seek new, more effective solutions. Continuous development and adaptation to market changes become an integral part of the organization's culture.



Performance Monitoring and Analysis

Analytical tools built into the platform allow regular monitoring and performance monitoring of ITSM processes and the entire infrastructure, enable rapid response to changes and identification of areas for improvement. Ongoing control and management of IT resources contributes to optimal budget planning.

_ITSM approach in the company

Implementing ITSM to achieve cost-effectiveness presents some challenges. The most common of these are:

- **Staff resistance:** the implementation of new ITSM processes may be met with resistance from employees who need to adapt to new procedures and tools. Communication within the company about planned changes both before and after implementation is important.
- **Implementation costs:** ITSM tools and their deployment come with upfront, direct costs. The company must invest in technological innovation and services such as implementation or staff training.
- **Industry-specific customization:** each industry has its own challenges, which requires customization of the configuration of the solution to the specifics of the business. We provide consultations that result in ITSM recommendations and, based on those recommendations, guide implementation.

Tip: if you are planning to implement ITSM in your company, pay attention to communication about the solution, your plans, the goals of its implementation, and enlist management support. This will give you the right resources, prioritize activities and embed them in the organization's strategy. **ITSM implementation should not be treated as another project, but as a strategic step that supports the company's goals and mission.**

Flexibly adjusting activities as needed, monitoring results and adjusting strategies based on lessons learned become an integral part of the process that reflects both organizational goals and cost effectiveness.

Recognizing these challenges and taking an informed approach to considerations helps organizations avoid the pitfalls of ITSM implementation while maximizing the benefits, supporting business success.

_Cost efficiency through ITSM - what to expect in the future?

Trends in IT Service Management will have a significant impact on the financial efficiency of the organization - technological innovations, including the use of advanced algorithms based on artificial intelligence, will enable faster response to changes and operating cost optimization.



The growing role of self-service

Supported by intelligent knowledge bases and chatbots, will help reduce the burden on support teams.



Hybrid infrastructure management models

Leverage on-premise and **cloud** computing solutions, and complete migration to the cloud will enable flexible adaptation to changing requirements, and integrated automation with Big Data **analytics** will become one of the key drivers of cost optimization, enabling organizations to accurately and continuously monitor, forecast and optimize processes.



The growth of the Internet of Things (IoT)

It will make possible to remotely monitor equipment and resources, which will contribute to rapid response to potential problems, minimizing time and financial losses.



Extension of traditional ITSM to ESM (Enterprise Service Management)

ESM extends the IT service management model to different areas of an organization, such as managing human resources or purchasing processes. This allows organizations to apply the same advanced practices and tools to different areas, leading to standardized operations and better utilization of underutilized resources. The transition to ESM contributes to increased efficiency and helps reduce costs, enabling optimization of processes across the company.

Better service management

In summary, ITSM tools not only offer a structured approach to IT service management, but are also key to optimizing processes, resource utilization and proactive management of potential problems.

Standardization, automation and conscious use of modern technologies are key elements of effective ITSM.



Organizations seeking to succeed in a dynamic business environment should consider implementing ITSM as a strategic model for IT service management. **Improving cost efficiency is becoming essential to meet the challenges of today's technological world.** Effective IT cost optimization initiatives through ITSM is also **key to increasing competitiveness.** It is worthwhile to explore the topic in order to understand and explore ITIL practices realized through ITSM and to actively implement them in the structure of your organizations.

We could talk more about the potential financial benefits of implementing and expanding ITSM processes, but **we'll let the numbers speak for themselves:**

Cost savings with ITSM - business examples

Company	Annual savings	Technology
Telefonica	\$183,000	<i>BMC Helix</i>
Clearwater Analytics	\$75,000	<i>Jira Service Management</i>
BAE Systems	\$600,000	<i>Jira Service Management</i>
Dominos	\$100,000	<i>Jira Service Management</i>



Telefonica

Telefonica, one of the world's largest telecommunications companies with more than 329 million customers globally.



The challenge: Rising customer expectations and the need to generate new revenues.

The goal: To automate dependency discovery and mapping in a medium-sized environment that supports the company's core business systems.

Solution: BMC Helix Discovery has been implemented to capture data on IT assets, storing it in the BMC Helix CMDB (Configuration Management Database), where it is available to Remedy Service Management. The solution supports reporting and incident, problem and change management processes.

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Results:

- The implementation of discovery automation and dependency mapping in the IT environment has enabled Telefónica to **gain comprehensive understanding of its infrastructure, reducing technology-related decision-making time.**
- With BMC Helix Discovery, the company has gained a **tool to effectively manage the lifecycle of IT assets.** IT cost optimization has helped identify and retire unused software, generating **annual savings of \$75,000** (in this area alone).
- Full infrastructure visibility allowed the elimination of 86 servers, resulting in **annual savings of \$7,900 for every 10 servers removed, and a \$40,000 annual reduction in energy-associated costs.**

Clearwater Analytics

Clearwater Analytics, a company assisting more than 1,000 companies, asset managers and insurers worldwide.



The challenge: To focus on efficiency, visibility and **data security.**

The goal: Cloud migration. Migrate from Atlassian Data Center to the cloud, reduce time required to complete requests, increase security.

Solution: Clearwater Analytics decided to migrate to Atlassian Cloud tools (Jira Software, Confluence, Jira Service Management, Bitbucket, Statuspage, Opsgenie) with the support of HyperVelocity.

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Results:

- Through the use of integrated ITSM systems, it has become possible to **identify and retire unused software, yielding annual savings of \$75,000.**
- Migration to Atlassian Cloud services has enabled **time savings and increased data security,** providing an efficient work environment.
- Using Atlassian's tools to automate ITSM-related processes has helped **streamline the team's operations,** allowing them to focus on more valuable tasks.
- The use of Atlassian Cloud services to improve communication and cooperation in the team brought **an increase in work efficiency and the quality of the services provided.**

BAE Systems



BAE Systems Australia, one of Australia's largest defense companies.

The challenge: Updating an outdated IT service management system that hinders the work of both IT agents and other employees.

The solution: BAE Systems Australia has decided to switch to Jira Service Management.

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Results:

- The introduction of Jira Service Management went well and was implemented in just three weeks, covering IT, HR and business growth areas.
- The implementation team conducted an effective internal marketing campaign, using posters in the office and motivating users to give feedback.
- With Jira Service Management, savings for BAE Systems Australia will be \$600,000 this year* and are projected at \$1.62 million over five years.

*Data from 2024.

Domino's

Brand that every pizza lover knows. The company has a network of restaurants with highly developed apps that enable delivery.



Challenge: Improve ITSM and DevOps processes to ensure smooth and efficient delivery of innovations, enhance security.

Solution: Implement Atlassian-branded solutions and additional applications, customizing the environment to meet the needs of the teams. Implementation of Jira Service Management to improve change, problem and **incident management**, and provide better customer service. Creating a form in Confluence that allows developers to automatically submit security information at the initial stage of the development process.

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Results:

- The introduction of automation of ITSM and DevOps processes has enabled easier access to security-related information. **The time to collect the necessary information has been reduced from 20 hours to just a few minutes.**
- By using an automated process, the company has achieved **savings of \$100,000 a year and reduced risk by an impressive 75%.**
- The use of Splunk for Jira tools has enabled the presentation of data from Jira in ITSI's Splunk dashboards, enabling **faster response to trends and risks identified in Jira projects.**
- By focusing on making the pizza ordering process easier, Domino's has leveraged **Atlassian's tools to increase the speed of delivery of new features while improving the security of the technology.**

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