



A versatile and scalable  
collaborative Workflow  
and Service Management  
System that Delivers



## 01 | Welcome to ServicePRO

Track Every Step, Every Communication, Every Approval

ServicePRO is a powerful Collaborative Workflow and Service Management System that enables businesses to align organizational processes and track, prioritize and monitor the delivery of services under one enterprise system, resulting in operational efficiencies and cost reductions.

16,500  
Licensed  
Users



## 03 | ServicePRO Benefits

Foster Inter-departmental Collaboration

### SERVICE

- Clearly define prioritization and cut time to resolve requests
- Make approvals and escalation easy and standardized
- Expedite each step to ensure nothing falls through the cracks

600+  
Maintenance  
Accounts



### AGILITY

- Quickly spot when resources should be reallocated and processes should be tweaked
- Continuously improve organizational knowledge to handle unique situations and contingencies
- Keep workflows and processes up-to-date

### EFFICIENCY

- Spend less documenting the solution and more time resolving requests
- Have all the information you need in one place on any device
- Automate follow-ups - let the system do the chasing for you

### AUDITABILITY

- Stay SOX and GDPR compliant
- Use past performance to improve your future performance
- Ensure documents are attached directly to the solution

### COLLABORATION

- Promote enterprise ownership of solutions
- Orchestrate across departments seamlessly
- Break down geographical and communication barriers

## 02 | ServicePRO Workflows

Eliminate Operational Bottlenecks

ServicePRO workflows configure to every business need.

### Standardized Communication

Time & Billing

### Process Automation

Document-Level Management

### Team Collaboration

Knowledge Management

Self-Service Portal

### Approval Management

Service-Level Management

### Email Management

Audit

### Workforce Management



## 04 | ServicePRO Features

Build Flexibility into your Processes to Handle All Contingencies

### AUTOMATION TOOLS

Business Rules  
Email Rules  
Event-based Tasks  
Intelligent Form Builder

### ASSET MANAGEMENT

Asset Allocation  
Asset Register  
Barcode Scan  
Purchase Order  
SNMP  
License Compliance

### SECURITY

Document Encryption  
Granular Permissions  
Private Memos  
System Audit Trail

### PRODUCTIVITY TOOLS

Alerts, Notifications & Reminders  
Canned Response Templates  
Document Tracking  
Knowledge Base Builder  
Prioritization & Scheduling  
Rich Text Memos with Images  
Skill Based Queues  
Time and Cost Tracking  
Workflow Templates  
Service Catalog

### DEPLOYMENT

Cloud Deployment  
On-Premise

### BUILT-IN INTEGRATIONS

AD Integration  
Data Export  
Email Integration  
Calendar Integration  
Password Reset  
Single Sign On  
Survey Builder

### DATA ANALYSIS

Charts & Dashboard  
Custom Reports  
Canned Reports  
Query Builder

### DEVELOPMENT TOOLS

Import Utility  
SDK  
Web API

### COLLABORATION TOOLS

Activity Stream  
Screen Sharing  
Text Messaging  
Training Center  
Custom Views

## 05 | ServicePRO in Action

Track Progress and Automate Business Decisions

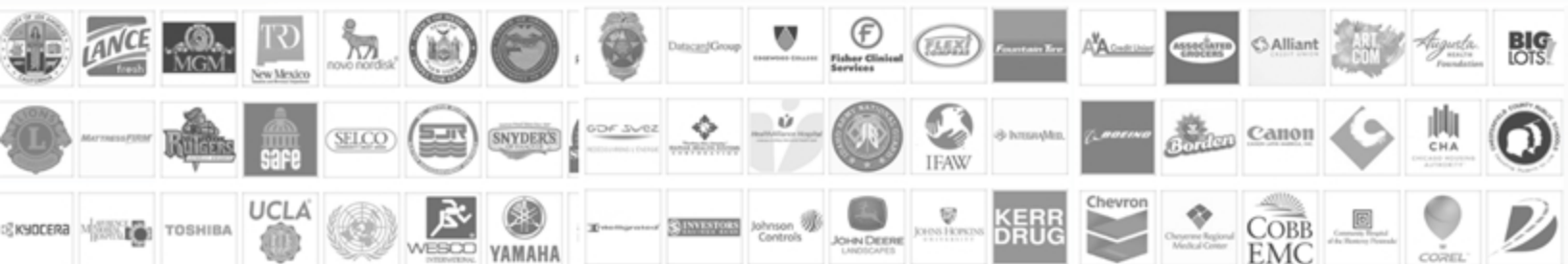
“ServicePRO has allowed us to take issues that were once fragmented without any transparency and streamline them into a well-documented task.”

Gregg Haverstick, Senior Director of IT,  
StuyTown Property Services

“ServicePRO has the flexibility to fit in company wide, and lets us track and perform whatever it is we need to do.”

~Tom Perkins, Manager of Outside  
Participation Systems, MGM

Over 20 Years  
of Service



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