

UNIFIED SERVICE PORTAL IMPLEMENTATION

Create online, self-service storefront for finding, comparing and requesting IT services

ESSENTIALS

- Reduce costs
- Improve productivity of workers and IT staff
- Educate stakeholders about offered services
- Shorten time to build with proven templates
- Determine services most in demand

Business Challenges

Today's business professionals demand more responsive IT services as they become exposed to the offerings of external service providers. Business consumers expect their IT departments to deliver rapid fulfillment of service requests through clearly documented, standard offerings with transparent costs and service levels.

Workers are neither concerned with IT's back-end processes nor with where the services are hosted. They simply want to see what's available in the service catalog and place any of their orders via a single, easy-to-use interface—that is, select IT services the same way that they purchase retail services.

On the other hand, IT is more concerned with reducing costs and leveraging automation to increase operational efficiency as they move to an IT as a service model. To achieve both user and IT objectives, IT must package its services for business consumption by simplifying service design and presentation to the business.

A unified service portal provides a single interface for presenting business and IT services and offers tangible benefits—even if service catalog or automation efforts are still “works in progress.”

Service Description

Dell Technologies can help you build a service portal that enables you to clearly present a single interface for processing orders for IT services from your consumers. As part of this service, Dell Technologies consultants:

- Create an intuitive, consumer-grade user experience for consumers to interact with your catalog of products and services.
- Develop business rules to establish requirements for a service catalog and the logic for approving service requests.
- Build your portal framework by leveraging and customizing the Dell Technologies Services prebuilt framework of components, available in a variety of technology platforms (ServiceNow, the VMware vRealize suite, Microsoft SharePoint, pure HTML/JavaScript, and more).
- Launches a production service portal that leverages your catalog and takes into account your unique environment.

We leverage our portal framework of prebuilt templates, design patterns, and code—and our experience implementing unified service portals for Dell Technologies IT and many other companies—to speed development and launch of your service portal.

Summary of Benefits

A unified service portal will improve the visibility of IT to your business consumers and make it easy and fast for employees to order IT services. It will also reduce administrative costs, boost employee productivity, and enable IT to judge the demand for specific services. When you include automated order fulfillment and approval processes, your valuable IT resources are available for innovation projects instead of manually fulfilling requests.

Even if your service catalog development or service automation efforts are still maturing, the benefits to employees who use this "face to IT" to educate themselves, shop, and order through a single, self-service storefront are compelling. As service automation efforts are evolving, there will be minimal disruption to the end user. The storefront also provides immediate insight into the popularity of IT products/services and enables IT to allocate budget and staff to automate the most popular services first.



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