caused by The ITIL gap 33

66 But unreliable support is the major sticking point

Flow Management is for Reliable IT Support

Continual flow of support activity with perfect timing

Business lost work time is minimised, absolutely

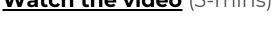
IT'S SO SIMPLE.

Follow these steps to learn all about it.

STEP 01

The breakthrough capability - Activity **Prioritisation**

Learn why ticket prioritisation falls well short, and how lifting delivery almost to the pinnacle is so easy with Activity Prioritisation. Watch the video (3-mins).



STEP 02

Reach the pinnacle

Reliable support flows.

Learn how six types of teamwork ensure flow happens, all guided by AP and motivated by true

Contribution Recognition.

Get in touch for the demo.

STEP 03

Consider your options

- Do you need Experience **Management? Or Flow Management?**
- w\u0\w. for ServiceNow.
- AP & the Digital Channel Service Desk can be brought to any service tool, for all of the many benefits it brings.
- Our **<u>High Performance Principles course</u>** is for building advanced team operating procedures, whether streamlined by Flow Management or not.
- Know the imperative exists book a support audit to discover the extent of your "excess lost work time".

Flow Management is for...

Dependability through Prioritisation & **Teamwork**

Detailed insight

Enhanced XLA / SLA







No kicket managers

Utilisation

Simplified The knowledge Al needs

> **Continual Knowledge** Improvement (lean)

Focus

& much more... Framework.