

PRODUCT BRIEF

AT A GLANCE

Streamline IT support with collaborative self-service, automation, and real-time analytics.

KEY BENEFITS

- Higher satisfaction
- Productivity gains
- Lower costs
- Reduced risks
- Actionable insight

KEY FEATURES

- xFlow analyst experience
- Collaborative self-service
- Mobile access
- Change management
- Support automation
- Business analytics

Service Desk Manager

Deliver Faster Issue Resolution and Proactive Service Management across the Enterprise

Overview

Service Desk Manager is a core component of the Broadcom® Service Management portfolio, delivering modern, collaborative, and mobile-driven service desk capabilities. Through user-centric innovations like the xFlow analyst experience and Service Point self-service, teams can resolve issues efficiently and share information; often without submitting tickets. Integrated automation and a powerful configuration management database (CMDB) support rapid prioritization, assignment, and resolution of incidents to drive higher productivity and satisfaction across the organization.

Business Challenges

Organizations face escalating demands to streamline IT support while delivering seamless user experiences.

- **Rising expectations:** Today's employees expect instant, effortless support and information on any device.
- **Over-burdened service desks:** Excessive manual tasks, minimal self-service, and knowledge reuse lead to wasted resources and delays.
- **Unplanned costs:** Poorly managed changes disrupt service, harm IT's reputation, and increase operational expenses.
- **Complex environments:** Custom setups complicate management, upgrades, and alignments to business needs.

Solution Overview

Service Desk Manager transforms support operations by unifying comprehensive support processes with a modern xFlow analyst interface and Service Point's intuitive self-service. Automated knowledge push, NLP-driven ticket categorization, and advanced analytics empower users and analysts to collaborate, find answers, and resolve issues proactively. Decision-makers gain real-time insights through dashboards and reporting, while robust change management and integrated CMDB tools mitigate risk and support continuous improvement.

Key Features

- **xFlow analyst experience:** Contextual workspaces with personalized tools and app launchers.
- **Collaborative self-service:** Search-centric portal for support, services, and knowledge access.
- **Mobile access:** Full analyst and self-service features from any device.
- **Change management:** Root cause analysis, automated change controls, and robust CMDB.
- **Support automation:** Remote troubleshooting, chat, and automated workflows.
- **Business analytics:** Dashboards, productivity, cost reports, and a business metrics library.

RELATED PRODUCTS AND SOLUTIONS

Service Desk Manager is part of the Broadcom Service Management portfolio, which includes the following products and solutions:

- **Service Catalog** to automate request management, pricing, and service delivery.
- **Client Automation** to unify, automate, and secure IT asset management.
- **IT Process Automation Manager** to streamline IT operations through secure automation.

Key Benefits and Results

- **Higher satisfaction:** Consumer-like, collaborative service experience.
- **Productivity gains:** Workflow automation, one-stop self-service, and mobile accessibility.
- **Lower costs:** Fewer incidents and tickets, faster issue resolution.
- **Reduced risks:** Automated processes and strong change management.
- **Actionable insight:** Business intelligence reporting for better decision making.

Critical Differentiators

Service Desk Manager stands out by providing the following capabilities:

- Delivers an industry-leading user experience with xFlow and mobile-first design.
- Integrates NLP and analytics for proactive self-service and knowledge management.
- Provides deep ITIL certification and robust integration with infrastructure management.
- Enables rapid dashboarding and contextual analytics through a rich business metrics library.
- Automates and orchestrates a full support and change lifecycle, tightly coupled with a comprehensive CMDB.

Summary

Service Desk Manager redefines service management with its intuitive, collaborative, and automated approach; enabling organizations to deliver high-quality support, reduce operational friction, and adapt to changing business demands. Enhancing both analyst and end-user experiences helps IT teams work smarter, respond faster, and drive lasting improvements in service quality and efficiency.

Modern, Collaborative, and Mobile-Driven Service Desk Capabilities

