SUMMITAI

The benefits of leveraging ITSM beyond IT and how to do it

Expanding ITSM platforms beyond IT

Information Technology Service Management (ITSM) platforms have traditionally been used to manage and deliver IT services. However, as organizations become increasingly digitized, the scope of ITSM platforms is expanding beyond IT. In this whitepaper, we will explore the benefits of leveraging ITSM platforms beyond IT, and how organizations can achieve this.

Key benefits

- Streamlined processes
- Improved collaboration
- Enhanced customer experience
- Increased transparency
- Cost savings

Key benefits of leveraging ITSM beyond IT explained

01 Streamlined processes: ITSM platforms can help streamline processes across an organization, beyond IT. By creating workflows, automating tasks, and providing a central location for tracking and managing requests, ITSM platforms can increase efficiency and reduce errors.

02 Improved collaboration: ITSM platforms can help facilitate collaboration across departments, enabling cross-functional teams to work together seamlessly. By providing a central location for communication, file sharing, and task tracking, ITSM platforms can improve collaboration and enable better decision-making.

03 Enhanced customer experience: ITSM platforms can help organizations provide a better customer experience, both internally and externally. By providing self-service portals, knowledge bases, and ticket tracking, organizations can ensure that all requests are tracked and resolved quickly, leading to increased customer satisfaction.

04 Increased transparency: ITSM platforms can provide increased transparency into organizational processes and activities. By providing real-time data on requests, incidents, and changes, organizations can gain valuable insights into the effectiveness of their operations and make data-driven decisions.

05 Cost savings: ITSM platforms can help organizations save costs by streamlining processes, reducing errors, and increasing efficiency. Additionally, by leveraging ITSM platforms beyond IT, organizations can avoid the cost of implementing multiple systems for different departments.

SummitAI All rights reserved 2026

How to leverage ITSM beyond IT

Identify areas of opportunity

The first step in leveraging ITSM platforms beyond IT is to identify areas of opportunity. This could include HR, facilities, marketing, or any other department where processes could be streamlined and automated.

Provide training and support

It is important to provide training and support to users who will be using the ITSM platform. This will ensure that they are comfortable using the platform and can take full advantage of its features.

Engage stakeholders

Once areas of opportunity have been identified, it is important to engage stakeholders from across the organization. This will help ensure that the needs of all departments are considered and that any implementation is successful.

Monitor and optimize

Once the platform has been implemented, it is important to monitor and optimize its performance. This may involve analyzing data on requests, incidents, and changes, and making adjustments to workflows and processes as needed.

Customize the platform

ITSM platforms can be customized to meet the needs of different departments. This may involve configuring workflows, creating custom forms, or integrating with other systems.

Conclusion

In conclusion, leveraging ITSM platforms beyond IT can provide significant benefits to organizations, including streamlined processes, improved collaboration, enhanced customer experience, increased transparency, and cost savings. By identifying areas of opportunity, engaging stakeholders, customizing the platform, providing training and support, and monitoring and optimizing its performance, organizations can successfully leverage ITSM beyond IT and achieve their digital transformation goals.

Request a demo or contact us for more information
https://summitai.com/itsm/get-started/

SummitAI All rights reserved 2026