



# Mission Support: One Site Fits All



Servicefront is the user experience platform that turns sprawling IT environments into user-driven enterprises. Servicefront unites the power of IT tools, providing users a single point of entry to mission resources. Users can request any service, find any tool or locate any resource, regardless of location or ownership. Servicefront empowers users, and delivers the enterprise your enterprise is supposed to be.

## More Mission. Less IT Sprawl.

Federal agencies are overrun with tools, systems and resources. From mission-specific applications to ITSM, finance, HR, travel and many, many more, finding the tools you need to do your job is a job in itself.

The result is cascading inefficiency in your enterprise.

Servicefront is the user experience platform built for the evolving needs of federal and corporate users. It gives a single pane-of-glass for tools, services and resources.

Because your mission and your IT never stand still, Servicefront is extensible to almost any application, tool or API, ensuring a consistent user experience no matter how large your enterprise grows. Your organization is full of tools. Give your users an organized toolbox.

## Features

- Single self-service interface
- On-demand applications
- Role-based and custom dashboards
- Real-time activity reporting
- Supports multiple IdAM solutions
- Pre-configured for common applications
- Provides modern interface for legacy applications
- Volume license discounts available

## What the Enterprise Wants to Be When It Grows Up

### The Problem (in One Number)

# 22%

Amount of time users spend looking for tools, and resources on their corporate networks.<sup>1</sup>

Every tool introduced into your enterprise increases functionality, but it also increases complexity for users. New tools often involve new identities, new data and different interfaces. While each individual application may solve the problem it's designed to fix, enterprises grow more complex and difficult for users to navigate. As a result, users spend more and more time searching for the tools to do their job.

Installing Servicefront helps tame IT sprawl. Configurable user interfaces empower the end user, providing clear paths to any tool or resource. Software provisioning lets users spend more time doing work and less time waiting for the tools to do it. A centralized intuitive interface means every resource is just a few clicks away, regardless of ownership.

### The Power of Just 1%

Efficiency increases have exponential effects across your organization. If you save just ...

# 1%

of time, currently spent searching

# 1,000

for 1,000 users

# =

# 20,000

labor hours per year saved

## What Can Servicefront Save You?

### #ServicefrontSolvesIt

Your IT tools were built for IT needs. Servicefront delivers a user-focused enterprise, allowing your end users to take full advantage of available technology, solving many common problems.

#### Servicefront lets you ...

##### Reduce Time Spent Searching

Servicefront puts your resources in one site and supports IdAM solutions to move seamlessly between tools without cumbersome logins, whether in cloud or on premises. Servicefront is customizable so users can place critical resources prominently.

##### Curb Redundancy

Servicefront's "Me Too" capability lets users add their names and comments to existing tickets or reports, eliminating duplication of the same information.

##### Be Ready for What's Next

Servicefront is extensible, so as your enterprise grows, the user experience remains consistent, reducing the difficulty of IT transitions. From hybrid IT to the Internet of Things, Servicefront lets you deliver the most powerful IT available to your users without adding the complexity of new interfaces.

For more Servicefront solutions, follow us on Twitter @servicefront or search #ServicefrontSolvesIt

1. Cottrill Research. (2013). Various Survey Statistics: Workers Spend Too Much Time Searching for Information.

Servicefront is a product of NJVC, LLC. Servicefront and NJVC are registered trademarks of NJVC, LLC. To learn more about NJVC, please visit njvc.com.