

Set the Standard for Faster Service Delivery



In the same way your customers need faster, simpler ways to get what they want, enterprises need better ways for lines of business to deliver services to each other. MajorKey helps enterprises plan, design and implement Enterprise Service Management (ESM) using market-leading tools so your teams operate as one agile and cohesive unit.

MajorKey has served hundreds of enterprises to plan, design and implement new ways of working that align the goals of every line of business. By looking at your operating system wholistically, we can remove silos and automate processes, empower teams to create their own innovations without relying on IT, and standardize best practices across an organization.

Set a new standard for your team and customers through Enterprise Service Management with MajorKey.

Implementing Enterprise Service Management allows you to:

- **Empower Process Owners.** No prior development experience is needed to convert work processes into digital workflows. Drag-and-drop actions into templates with automated testing and continuously iterate without waiting on IT availability.

- **Automate Workflows.** Automate processes for better, more intuitive service delivery, freeing up your teams to focus on the most critical items.
- **Standardize Best Practices.** Easily institute a common approach to service delivery that ensures employees follow best practices and simpler, fast and reliable cross-team collaboration.

Accelerate your Journey to ESM Across Multiple Lines of Business

- **IT Service Management (ITSM):** Consolidate and automate IT service delivery to resolve issues at machine speed—and transform IT from firefighters to innovators.
- **Customer Service Management (CSM):** Build a customer operating system designed specifically for your people, processes and technologies.
- **HR Service Management (HSM):** Automate and simplify HR service delivery, creating a unified employee experience that makes it easier for your people to get what they need.
- **IT Operations Management (ITOM):** Gain a deep understanding of your entire IT estate, optimize performance and solve issues before they impact your business.

Transform the way your lines of business work together.

Contact us if you are looking to improve both your employee and customer experiences and empower self-service.