Onspring™

→ PEOPLE-POWERED AUTOMATION®

IT Service Management

Intelligent Automation & Connected Data Platform

Included in Your ITSM Suite

With more technology than ever to manage, who supports the IT support team? We do. With Onspring's ITSM Suite, we deliver one comprehensive system to manage incidents and problems alongside your asset catalog in the midst of your release & deployment cycles.

While automated workflows and live reporting help you avoid unexpected disruptions and reactive responses, Onspring also helps you align IT & security requirements to enterprise risk levels while simultaneously reducing operational costs and driving productivity. That's what we mean by support.

**All Open Incidents by Type and Average Days Open**
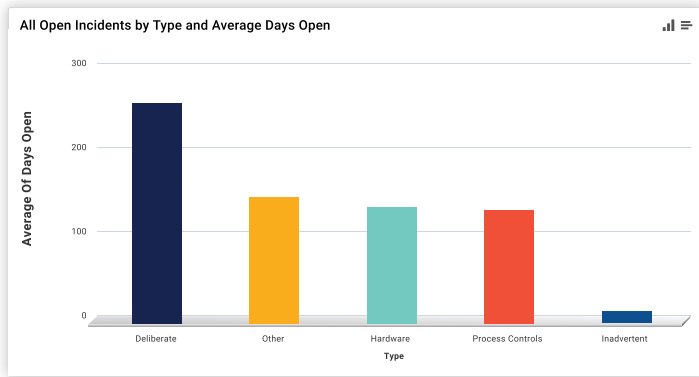
IT Incident Management

Log, classify, assign and monitor tickets to fast-track resolution of independent incidents. Proactive automation and collaborative visibility expedites first-response resolution, reduces unplanned disruptions and improves SLAs.

Problem Management

Quickly discover root causes and minimize the impact of recurring incidents. Integrate and track identified problems in a live repository (with current workarounds) while sending alerts and updates to users.

**Open Problems by Priority Rating**
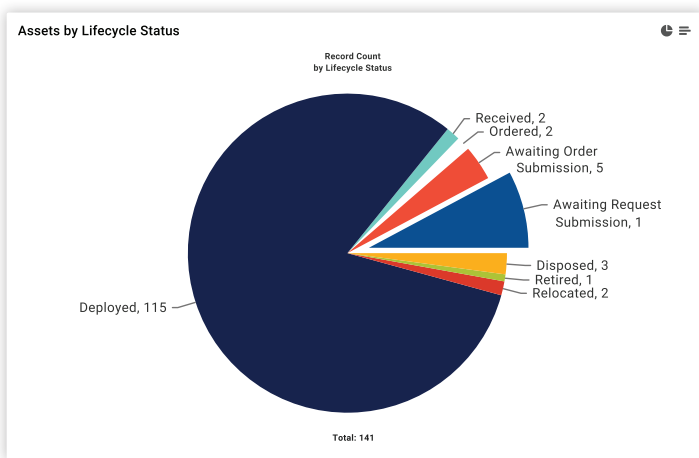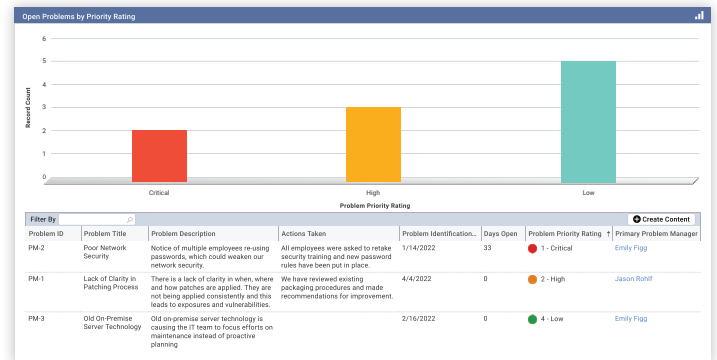
Asset Management

Get a full, connected view of your asset universe—from purchase to disposal—which allows you to mitigate risk based on cost, configuration, location and access information of hardware, devices and digital assets.

Assets by Lifecycle Status

SDLC Management

Automate your SDLC for speed, maturity and excellence—from requirements & design through deployment & monitoring.

Development Funnel
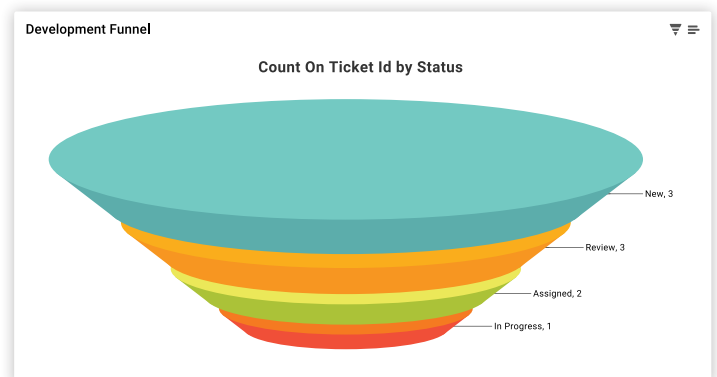
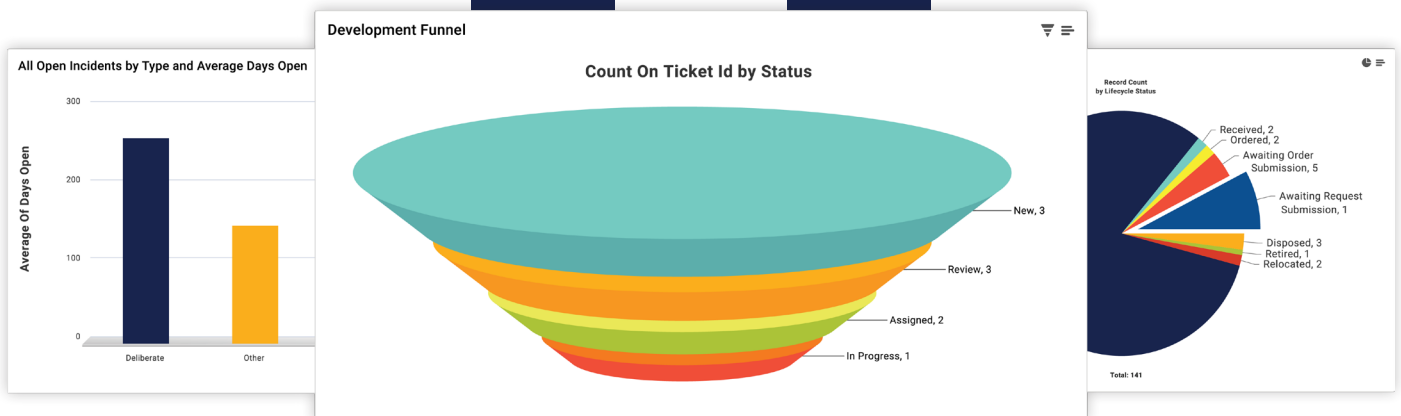# Why choose Onspring for IT Service Management?

IT Incident Management

• Capture, prioritize & assign

• Task & SLA management

• Trend analysis

Problem Management

• Documented workarounds

• Root Cause Analysis

• Known Error Database

One Integrated System that Scales with Your Business

Development Funnel

Count On Ticket Id by Status

All Open Incidents by Type and Average Days Open

Average Of Days Open

300

200

100

0

Deliberate   Other

New, 3

Review, 3

Assigned, 2

In Progress, 1

Record Count
by Lifecycle Status

Received, 2
Ordered, 2
Awaiting Order
Submission, 5

Awaiting Request
Submission, 1

Disposed, 3
Retired, 1
Relocated, 2

Total: 141

Asset Management

• Cost & license management

• Track usage & compliance

• Map to incidents & more

SDLC Management

• Requirements analysis

• Development tracker

• Test analysis

Key Benefits for IT Service Management

Onspring aligns your ITSM with live, continuous views of critical data and people-centered user experiences to enable more valuable, more efficient, more productive management. **One agile system works across all lines of business for all tickets, all assets, all frameworks and all relationships**

→ Link assets to incidents, vulnerabilities, regulations, policies, audits & risk registers.

→ Send updates in real-time to risk management & InfoSec teams on impact ratings & financial implications of potential risks.

→ Track asset lifecycle workflows, including detailed reviews for employee onboarding & offboarding or vendor contracts.

→ Dynamically evaluate incident details to establish priority & automatically assign to appropriate individuals or teams.

→ Log, track & connect SDLC tickets, enhancements, release notes, support tickets & QA plans to your road map.

→ Evaluate, aggregate & present key information about your incident & problem management processes in dynamic & actionable formats.

→ Create customized task management dashboards for individual IT agents.

The Onspring Difference

⚡ Omni-data Connectivity

⚡ Made to Scale Up & Out

⚡ No-code, Self-sustaining Administration

People-powered Platform

Onspring is an autonomous solution. As a cloud-based, no-code platform, Onspring is ready to go out-of-the-box **and** grows with your needs, adapting to emerging risks, roles, and regulations. You can independently run, add and update our applications on your own to suit your particular enterprise-wide teams.

Platform Features

Live reporting
Real-time data aggregation in tables, graphs & maps that drill directly to details

Executive dashboards
Deliver insights & communicate activities in a role-based command center

Data references
Relate data points to impacted policies, controls, requirements, regulations & frameworks

Formulas
Calculate values from multiple data sets & APIs to measure real-time status

Surveys
Send assessments, attestations & surveys on an automatic schedule or ad hoc

Access Control
Set permissions by user to create, read-only, edit & delete

Task Management
Assign individual tasks & track completion by team member, due date, budget & priority

Integrations
Consolidate third-party services & your favorite tech into one interface

Ready-made
Start immediately with out-of-the-box workflows & reports; just add your data

Easy to Customize
Edit & create new workflows & reports on your own without dev resources

End-to-End Management
Unify all angles of your operations to fully assess, prioritize, manage & monitor

Connection
Connect with Risk, InfoSec & Compliance teams to manage collective efforts

Real ROI

70% increase in employee efficiencies

50% reduction in redundant tasks

0 min. wait to update workflows & reports

Onspring Customer Success

"We created a suite of applications that manage our strategic objectives, tactical objectives, and projects and supporting processes. By measuring the maturity of the supporting process, we are able to show the maturity of the overall program. It has been greatly enhanced by what we report to our Executive Leadership team and Board of Directors. We are using this to create our future roadmap, and it has really allowed us to show where we need to focus."

CURVATURE

Users Love Us

High Performer

Easiest To Do Business With

Best Meets Requirements

Best Relationship

Best Support

Software Reviews GOLD MEDAL 2021

2021 Software Reviews TOP RATED CAPABILITY EASE OF IT ADMIN

Onspring is no-code process automation software that connects data and teams to improve business intelligence, governance, alignment & resilience.

When people are empowered to create their own workflows, processes, requirements, and reporting, teams are more productive and business runs better. More control. More visibility. More connection. Better decisions.

Onspring is the automation software hundreds of enterprises are built upon. And while our technology continually evolves with business innovations, our approach is always human.
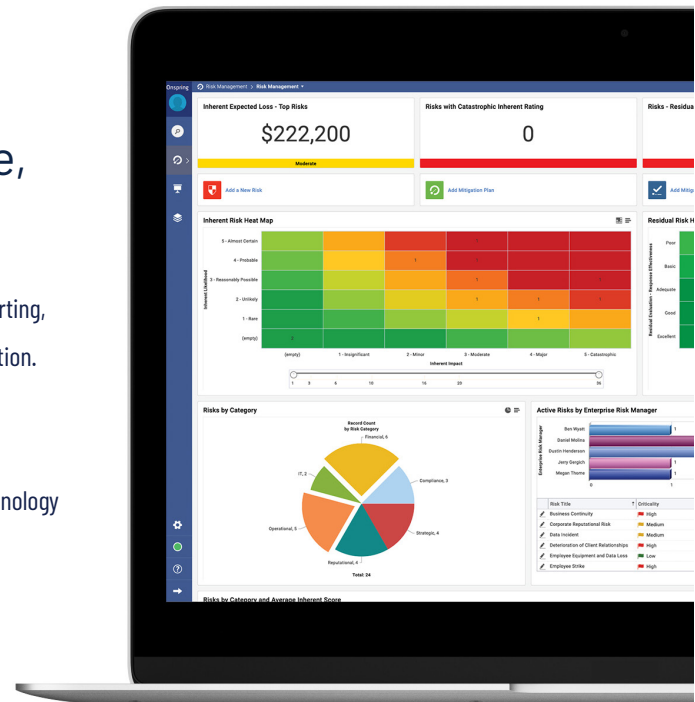
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