

Accelerated Service Catalog for Lines of Business

The Accelerated Service Catalog enables rapid deployment of a comprehensive service catalog in just 3-4 weeks, compared to the typical 3-4 years. It provides immediate self-service access to over 250 ready-made service requests across HR, Finance, Legal, Facilities, Project Management Office, and IT.

By leveraging BMC Helix Digital Workplace Portal with Helix Business Workflow features, organisations can enhance both employee and customer experiences with responsive, tailored services.

CONTINUOUS IMPROVEMENT WITH AI TALOS

Built on Fusion GBS's industry expertise and powered by AI Talos, the catalog continuously evolves to meet changing business needs. AI-driven insights enable:

- Ongoing service enhancements
- Task categorisation and process automation
- Proactive issue resolution
- Benchmarking against industry standards

ADDRESSING THE SELF-SERVICE ADOPTION GAP

Many organisations struggle with low self-service adoption and inefficient, manual contact channels. Gartner reports that only 16% of contacts are automated through self-service. The Accelerated Service Catalog bridges this gap by promoting a shift-left strategy, enabling faster service launches and decommissioning, improving efficiency, and enhancing user satisfaction.

KEY BUSINESS BENEFITS

- **Rapid Deployment:** Live in 3-4 weeks, reducing time to value
- **Ready-Made Service Requests:** Over 250 pre-configured options
- **Comprehensive Coverage:** IT, HR, Finance, Legal, Facilities, PMO, and more
- **Cost & Operational Efficiency:** Reduced development time and manual workload, accelerating time to success.
- **Standardised Best Practices:** Consistent service structures
- **Unified Platform:** Single engagement layer across business functions



OMNI CHANNEL SELF-SERVICE AUTOMATION

The Accelerated Service Catalog is a core part of Fusion GBS's Omni-Channel Self-Service strategy, driving adoption from day one. It is built on four pillars:

- **Adoption Benchmarking:** Measure and improve service uptake
- **Optimised Contact Strategies:** Streamline user interactions
- **Critical Mass Service Catalog:** Ensure comprehensive service availability
- **Automation-Driven Efficiency:** Enhance service delivery through AI and automation

KEY SERVICE FEATURES

- **Plug-and-Play Deployment:** Rapid setup with minimal effort
- **Integrated Approvals:** Advanced BMC Digital Workplace (DWP) functionality
- **AI-Driven Insights:** Quarterly adoption reports for continuous enhancement
- **Automation-Ready:** Integrates with Fusion Bots (add-on)
- **User-Friendly Design:** Configurable menus and easy maintenance
- **Customisable:** Adaptable to any business environment



CONTACT US



Info@fusiongbs.com
www.fusiongbs.com