

# Transforming IT service with smart technology for seamless efficiency and control



Product Offering

ServiceOps



Education



1,001-5,000



South Africa

The University of Johannesburg is a public university located in Johannesburg, South Africa. The University of Johannesburg came into existence on 1 January 2005 as the result of a merger between the Rand Afrikaans University, the Technikon Witwatersrand and the Soweto and East Rand campuses of Vista University

## 108

Concurrent technicians

### Challenges

- ✗ Replacing legacy system with modern day ITSM tool
- ✗ Facilitating concurrent license
- ✗ Time consuming and routine-repetitive operations
- ✗ Lack of control and tracks of events
- ✗ Absence of standardization of IT Services

### Solutions

- ✓ IT Service Management
- ✓ Auditing and historical data of events
- ✓ Streamline Mundane Tasks
- ✓ Enhanced Efficiency with AI-ML driven operations.

### Benefits

- ✓ Detailed Actionable Insights
- ✓ Automation at its best
- ✓ Improved Performance

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By integrating an AI-driven ITSM solution, we've not only streamlined repetitive tasks but also gained greater control and visibility over our operations, enabling more efficient service delivery to our students and staff