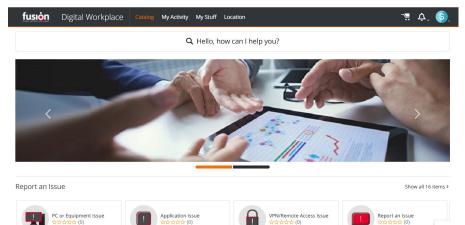# Accelerated Service Catalog

Rapidly enable user communities with critical mass service catalog thereby creating service desk capacity. Accelerated Service Catalog is a pre-packaged collection of most frequently used services (or service requests) for BMC Helix DWPA Portal.

Over the years, Fusion Global Business Solutions has worked with hundreds of customers, across various industries, for defining customer specific service catalog and user journeys. This catalog is the result of collation of this experience, which has been validated by Fusion AI Talos[1].

Self-service adoption remains low with many organisations failing to engage the user communities with the correct contact strategy. The contact channels remain manual, human-dependent and error-prone due to lack of automation. According to one of the leading analysts, only 16% of contacts are automated using self-service, the remaining 84% remain agent handled.

Maximising self-service adoption frees up service desk capacity enabling the teams to focus on more creative aspect of service. This helps drive the shift-left strategy and introduces more agile approach to service launch and decommissioning. This is particularly important in the post-Covid world where businesses are expected to do more with less.

One of the key pieces in the puzzle is service catalog to drive the self-service adoption and it is critical for the service catalog to be:

- comprehensive
- attractive, user friendly, easy to access
- real-time / up-to-date
- personalised (entitlement)
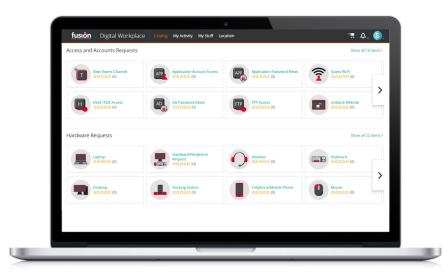- communicated by the stakeholders

Key Business Benefits

- Rapid time-to-value
- Enable early adoption - outcomes focussed
- Best practice standard request and catalog structure
- Deliver critical mass service catalog which drives self-service adoption
- Reduced development time and costs
- Quickly create bandwidth to the service desk

[1]AI Talos: Fusion GBS has uniquely developed a targeted deep learning AI platform coupled with data science capability to analyse complex structured and unstructured data. The resulting analysis is used to identify areas of service improvement, helping to extract more value from significant investment in IT service management operations platforms.
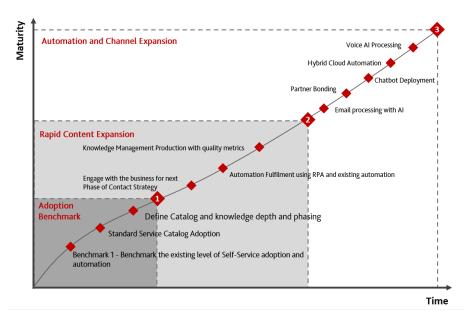
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Accelerated Service Catalog is designed keeping the simplicity, flexibility and customer centricity in mind. The catalog consists of 'individual' as well as 'consolidated' services for different customer needs. Many of these could be used as building blocks for building more complex services for customer requirements. It currently consists of more than 100 most commonly used services.

The catalog is part of Fusion's wider omni-channel adoption strategy. This strategy includes components such as service catalog, virtual agent adoption, knowledge management, and of course fulfilment automation.

The package is BMC Virtual Agent compliant. It is also automation framework ready for the customers looking for zero-touch operations for some of the commonly used services.

Accelerated Service Catalog is designed to make you successful on the self-service journey, so you are productive from day one.

Key Service Features

- Plug and play deployable package

- Customisable to customer environment

- Virtual agent compliant

- Automation ready by plugging into Fusion automation bots (bots at additional costs)

- Configurable, dynamic screen menus, easy to extend and maintain

- Includes data-driven, fully integrated DWP approval functionality