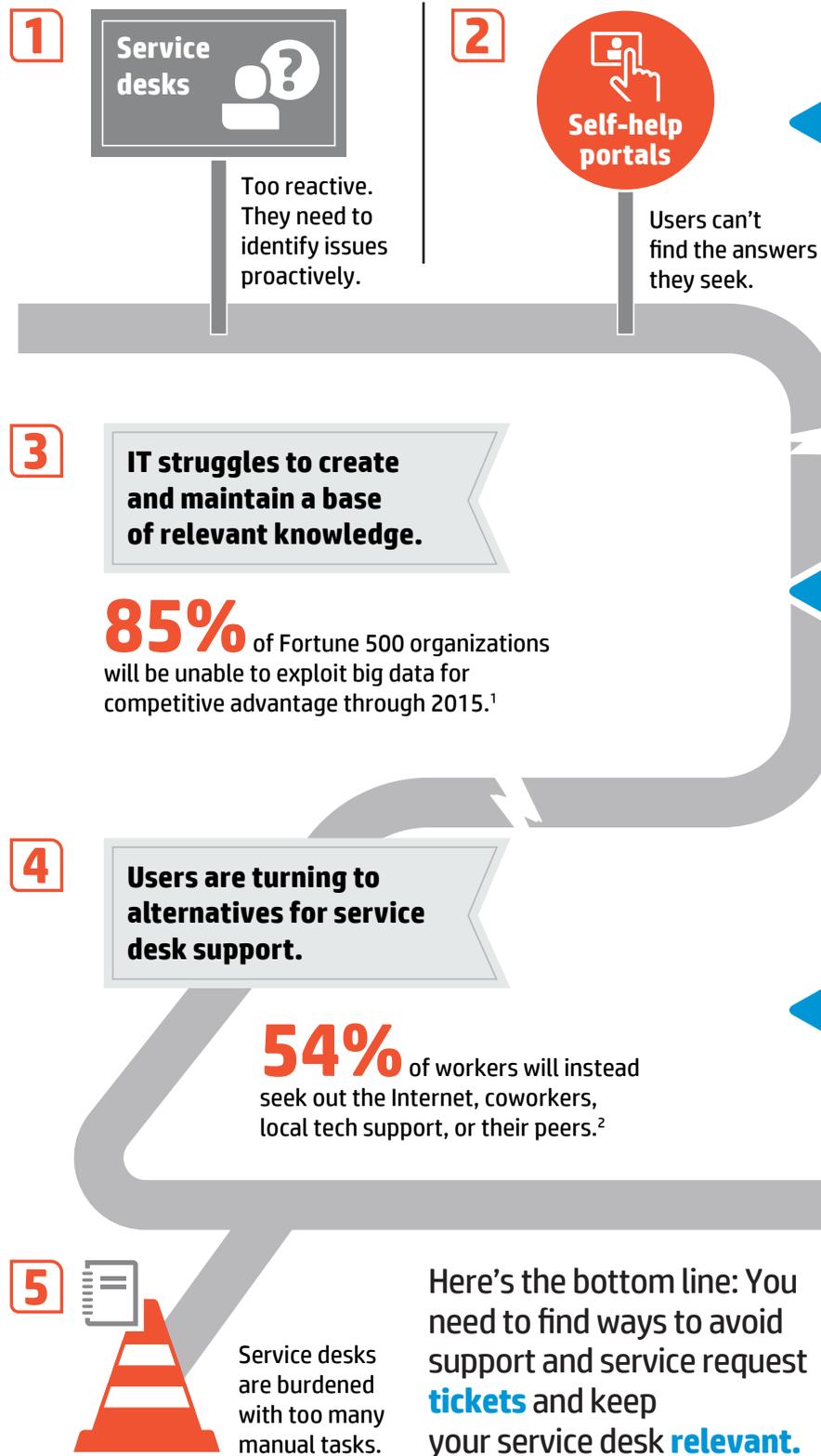




# Overcoming five roadblocks in your ticketless IT journey

Do you recognize **these roadblocks?**



**HP Service Anywhere** removes the roadblocks to accelerate your ticketless IT journey

- Basic self-service**

  - Provide an engaging service portal.
  - Enable context-aware search.
- Social self-service**

  - Capture organizational knowledge.
  - Share and reuse knowledge.
- Knowledge management**

  - Build a knowledge base.
  - Extract knowledge from your environment.
- Hot-topic analysis**

  - Identify patterns and trends.
  - Fix problems proactively.
- Automated actions**

  - Automate common service desk tasks.
  - Automate the handling of tickets.

Get on the ticketless track with **HP Service Anywhere**



HP Service Anywhere is a cloud-based IT service management solution. It delivers **connected intelligence** to help you improve staff efficiency, customer satisfaction, and service quality.



Ease of use



Social IT management



Embedded knowledge

Get a ticket to ride to a more efficient service desk

Check out HP Service Anywhere. **Begin with a 30-day free trial.** Learn more at [hp.com/go/serviceanywhere](http://hp.com/go/serviceanywhere)

1. Gartner Research, "Information 2020: Big Data and Beyond," July 2013.  
2. Forrester, "This Isn't Your Grandfather's Service Desk," by Amy DeMartine, November 15, 2013.

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