At Your Service™

Efficient, Streamlined IT Service Management

IT Service Management (ITSM) systems support the activities that keep your systems running optimally and ensure that your employees can do their jobs efficiently and effectively.

In recent years, enterprise ITSM offerings have evolved and expanded to support a wide variety of needs for various lines of business. Many widely-used systems have enormous price tags and offer advanced functionality that many organizations never use to its full potential, if at all. One recent Gartner report estimates that Infrastructure and Operations (I&O) leaders will overspend by $2 billion on buying unused features of ITSM platforms in 2026, up from $1 billion in 2021.[1]

In response, Eracent introduces At Your Service™, which provides essential service management functionality at a sensible price point.

About At Your Service

At Your Service (AYS) provides strong Incident and Change Management support, and it can also be used for fundamental aspects of Problem Management. Processes can be supported for IT Operations, Procurement and Provisioning, Human Resources, Facilities and Fleet Management, and other functions.

The AYS solution is based around a federated CMDB that enables users to define CIs, hardware devices and software. Eracent's ITMC Discovery™ and other data sources may be used to populate and update CI information, and the IT-Pedia® product data library can be utilized to normalize and enrich the details about each product.

At Your Service provides a robust set of features that enable tracking of service requests of all types. End users and support staff have access to a user interface that enables them to create and update new requests and tickets, as well as dashboards to manage progress from start to finish.

End User Self-Service

At Your Service supports end-user request and self-provisioning processes. It provides a product catalog from which users can open Incidents and request items and services of many types. The catalog contains attributes about a product that can help to optimize and automate decision making. Additional fields may be added easily as needed.

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[1] Gartner "Market Guide for IT Service Management Platforms" (ID G00807367), Published 5 February 2025, Authors: Rich Doheny, Chris Matchett

Forms for various processes are also available via the user interface. Forms for Change Management processes can be associated with tickets and Incidents.
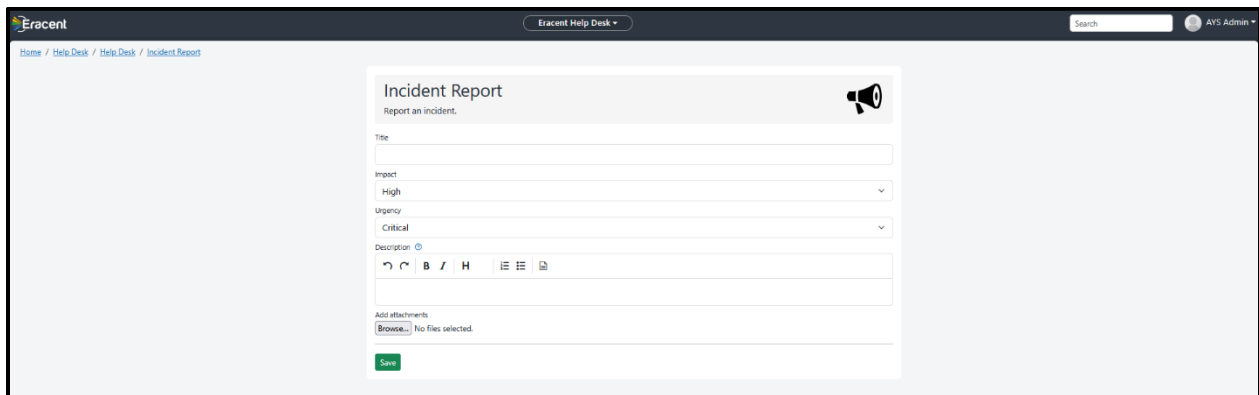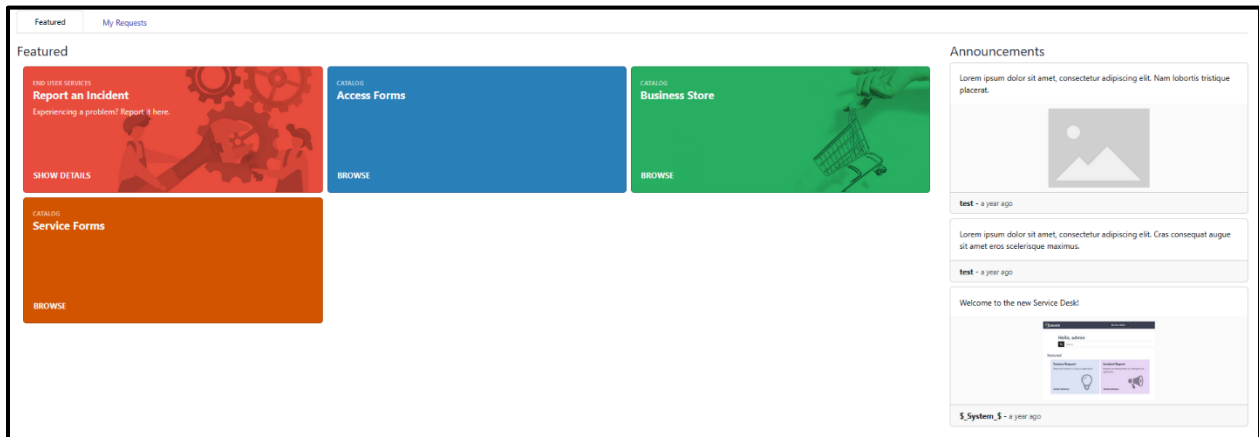
Workflow Management

At Your Service's highly adaptable workflows support many different needs. Detailed approval workflow paths are provided based on configurable conditions such as item cost, the requestor's business unit or location, and more.
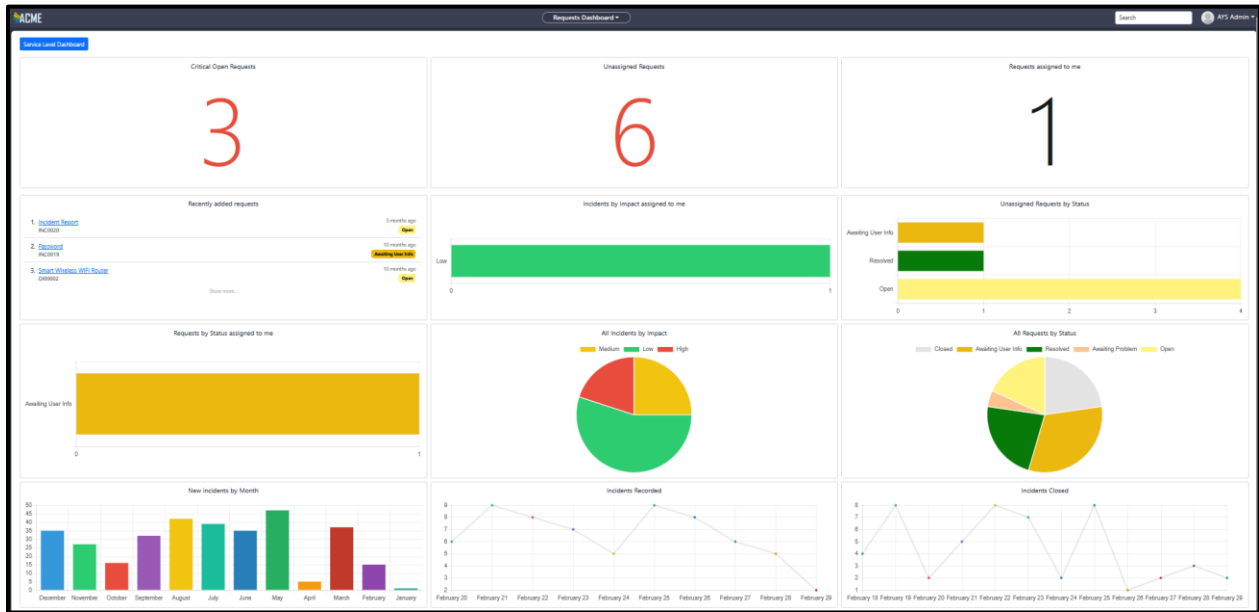
The User Interface provides visual diagrams and mappings to configure a wide range of steps, conditions and actions without any complicated programming. Existing workflows may also be imported from other platforms.

Reporting

At Your Service provides a variety dashboards and reports that help drive prompt incident and problem resolution.

Users can see all tickets and Incidents that they have opened as well as those to which they are assigned. They can also view the status of each ticket, actions that have been completed, and what tasks remain to be done.

Service Level (SLA) reports show tasks that have been completed and when each task is due to be completed. They also show the duration of tasks and sub-tasks.

Integration

At Your Service fits into your current IT ecosystem. It can leverage data from many other systems and data sources. An API and configurable import mapping area provide connectivity to HR and facilities systems, discovery tools, and more so that you can use existing information. This saves time and effort, ensures consistency, and minimizes manual data entry.

Microsoft authentication provides user information to build and maintain user profiles.

Migration

Eracent provides a migration path in conjunction with advisory services to ensure that your program maintains core functionality while streamlining processes and data tracking. The minimized complexity that results will ensure the effectiveness of your business activities while keeping costs in check.

Summary

Increasingly bloated IT Service Management platforms and overcomplicated processes drain your budget and hurt productivity. At Your Service helps streamline your ability to effectively support your user base, reduce your investment, and see better results.

To learn more about At Your Service or to arrange for a no-cost Proof of Concept, contact your Eracent account manager or info@eracent.com.

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