

caused by The ITIL gap”

“ But **unreliable support** is the major sticking point

Flow Management is for Reliable IT Support

Continual flow of support activity with perfect timing
Business lost work time is minimised, absolutely

IT'S SO SIMPLE.

Follow these steps to learn all about it.

STEP 01

The breakthrough capability - Activity Prioritisation

Learn why ticket prioritisation falls well short, and how lifting delivery almost to the pinnacle is so easy with Activity Prioritisation.

Read the AP Brief.

STEP 02

Reach the pinnacle

Reliable support flows.

Learn how six types of teamwork ensure flow happens, all guided by AP and motivated by true

Contribution Recognition.

Get in touch for the demo.

STEP 03

Consider your options

- Do you need Experience Management? Or Flow Management?
- **WOW** for ServiceNow.
- AP & the Digital Channel Service Desk can be brought to any service tool, for all of the many benefits it brings.
- Our High Performance Principles course is for building advanced team operating procedures, whether streamlined by Flow Management or not.
- **Know the imperative exists** - book a support audit to discover the extent of your “excess lost work time”.

Flow Management is for...

Dependability through Prioritisation & Teamwork

Detailed insight

Enhanced XLA / SLA

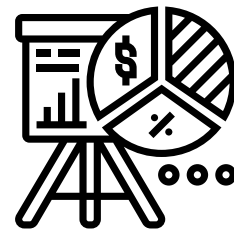
The knowledge AI needs

Continual Knowledge Improvement (lean)

& much more...

Focus Framework.

ACTIVITY focus



TOOL Utilisation



No ticket managers



ITSM Simplified