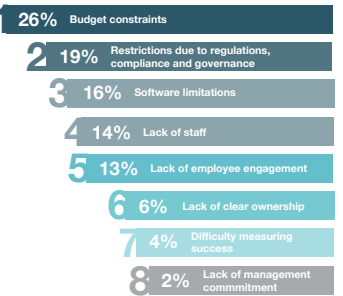




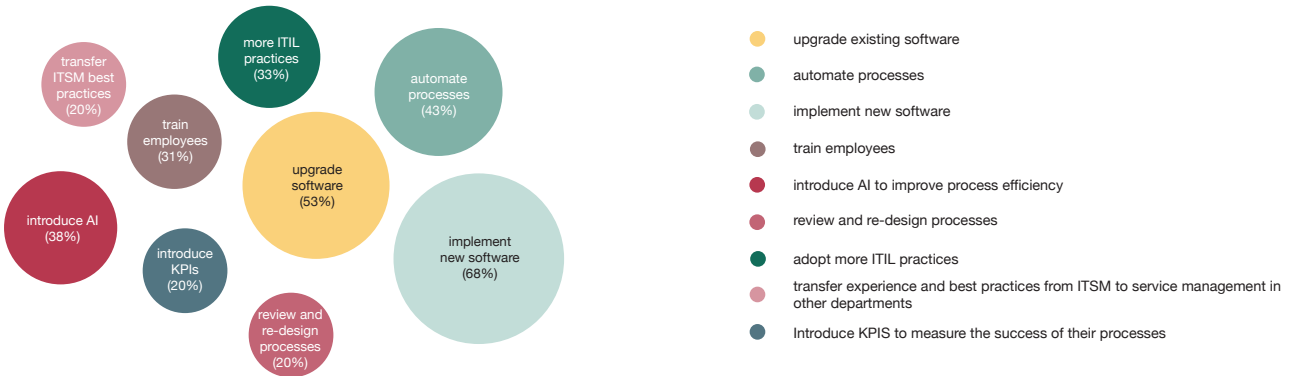
97 percent of Brazilian executives plan to improve their organization's ITSM in the next 12 months.

Their biggest challenge in achieving this goal is/are ...



Software and Automation at the Center of ITSM improvement efforts

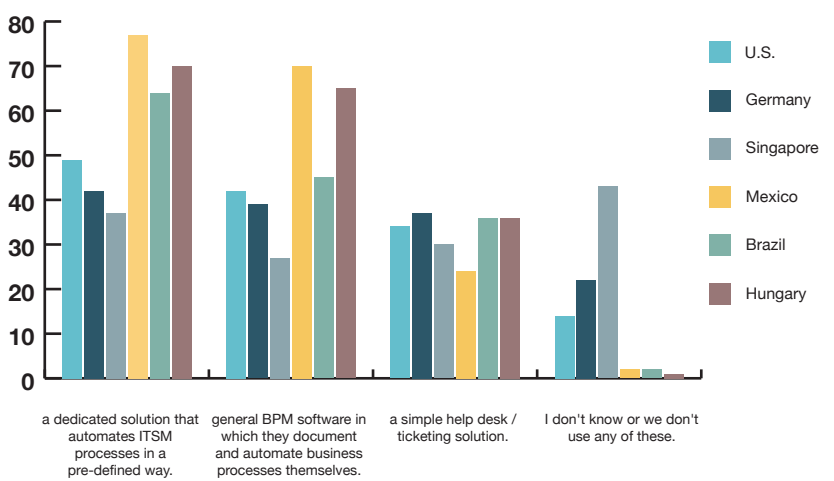
In the next 12 months, Brazilian executives plan to ...



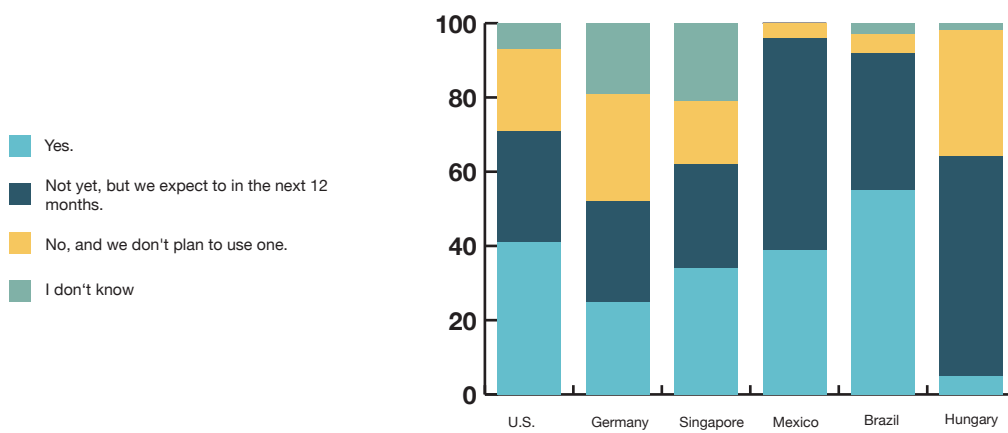
To support their ITSM and general business process management goals, businesses around the globe use ...

“Executives have widely recognized that it pays to invest in their IT departments. Software-assisted process optimization and automation make workflows more efficient, thereby reducing the workload for employees suffering from staff shortages.”

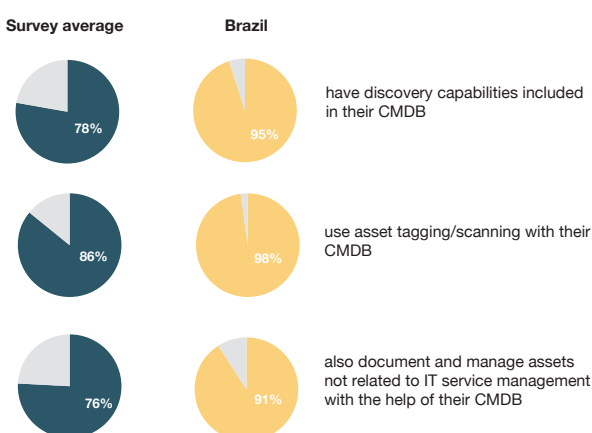
– Andreas Bender, VP Consulting at OTRS AG –



The majority of executives worldwide are using or want to implement a configuration management database (CMDB)



In markets with higher CMDB adoption, those with a CMDB are also more likely to use additional features



Functionality before Cost

In shopping for software solutions for the IT organization, the most important criteria for Brazilian executives are ...

