

# C1 SmartStart for IT Service Management (ITSM)

Rapid, ITIL-aligned deployment of ServiceNow ITSM



## Automated Routing

Intelligent incident categorization and routing reduces MTTR by 20–40% with automated SLAs and escalations.



## Self-Service Catalog

Knowledge-driven deflection and automated fulfillment lower ticket volume by 25–50% through self-resolution.



## Change Governance

CAB workflows and CMDB-linked impact visibility reduce change-related outages and improve compliance 30–60%.

## Core Capabilities

- Incident intake, categorization, intelligent routing
- Service Catalog + Request Fulfillment automation
- Knowledge base setup + lifecycle governance
- Change Management with CAB approvals
- CMDB integration for asset/service impact
- ITIL-aligned processes for Incident/Problem/Change/Request
- Role-based dashboards for agents + leaders

## Primary Use Cases

- Improve routing + reduce reassignments
- Automate request intake and approvals
- Increase self-service via knowledge
- Govern changes to reduce outages
- Track SLA compliance and service health

**20-40%**

### MTTR Reduction

Faster incident resolution through automation

**25-50%**

### Lower Ticket Volume

Self-service and knowledge deflection

**30-60%**

### SLA Compliance

Improved service performance tracking

 **Pricing:** Typical pricing ranges from **\$XX,XXX-\$YY,YYY** based on catalog size, resolver groups, and CMDB maturity.

SmartStart delivers a modern, automated, ITIL-based ITSM foundation—uniting incident, request, change, knowledge, and CMDB processes to scale IT operations and prepare for ESM, SecOps, IRM, and future expansion.