



# THE SINGLE SOLUTION FOR BETTER SERVICE MANAGEMENT

4me® combines ITSM with ESM and SIAM capabilities making it possible for all internal departments, such as IT, HR and Facilities, to work seamlessly with each other, as well as with external managed service providers.

In addition to supporting ITIL processes, 4me provides fully integrated knowledge management, time tracking and project management capabilities. For enterprise employees, 4me is the Self Service app that is always there for them whenever they need some help.



*"By choosing 4me, Prosus has a platform that works seamlessly with all our providers. On top of that, we have more functionality and a reduction in costs of 75%!"*

**Rob Waterlander**  
IT Service Delivery & Contract Manager  
Prosus Group



## FUNCTIONAL SCOPE

Financial Management

Reporting & Dashboards

Resource Planning

Time Tracking



Service Integration with other Internal Support Domains and External Providers

|                               |                        |                     |                          |                      |                           |
|-------------------------------|------------------------|---------------------|--------------------------|----------------------|---------------------------|
| Request Fulfilment            | Incident Management    | Problem Management  | Access Management        | Change Management    | Asset & Config Management |
| Release Management            | Knowledge Management   | Service Catalog     | Service Level Management | Capacity Management  | Availability Management   |
| Service Continuity Management | Security Management    | Contract Management | Risk Management          | Portfolio Management | Project Management        |
| Demand Pipeline               | Reservation Management | Live Translations   | Connect                  | Self Service         | Virtual Assistant         |

Enterprise Service Management

Automation

Integration

