

# IT Service Management

Optimize your IT Assets and Achieve Service Excellence with an Advanced IT Service Management Solution



In this technology-driven era, IT operations have assumed a chief role in enabling organizational success. As a result, IT service management (ITSM) has become a focal point for enterprises in their budget allocations and overarching business strategies. The global ITSM market is projected to be worth \$5.3 billion by 2028, up from \$2.9 billion in 2021, reflecting a CAGR of 8.9%.<sup>1</sup> With the growing emphasis on ITSM, enterprises are also focused on tracking and optimizing their assets across infrastructure and networks.

By monitoring IT equipment in real-time and utilizing advanced analytics, enterprises can optimize asset utilization, reduce costs, and improve efficiencies. Meticulous ITSM is critical to enterprises ensuring service excellence and attaining their business objectives.



**Enterprises must track and manage their IT assets efficiently to ensure uninterrupted availability, cost-effectiveness, and improved productivity.**

TMA Systems' IT Service Management module is designed to track all network and infrastructure assets, including computers, servers, switches, routers, peripherals, and software. The module helps enterprises manage, upgrade, and maintain IT assets effectively through timely evaluation and revision of sub-assemblies and parts. With detailed work history of repairs, modifications, and software installations, enterprises can unlock cost advantages and ensure round-the-clock availability.

## The Features



**Easy maintenance** of records on software, hardware, and components



**End-to-end tracking** of licenses and equipment information



**Fast and skill-based assignment** of personnel to IT software and hardware



**Seamless maintenance** of MAC addresses, IP addresses, and host names



**Real-time tracking** of vendors, manufacturers, and service information



**Better management** of inventory and IT equipment



**Appropriate calculation** of depreciation, replacement costs, and disposition costs

## The Benefits



Achieve complete clarity of the enterprise IT ecosystem



Optimize inventory and resource utilization



Get complete visibility into the health of IT assets



Gain vital insights on corrective measures, out-of-turn maintenance requirements, and replacement needs



Minimize downtime and ensure availability

**Discover how WebTMA can transform your organization.**

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Visit us at  
[www.tmasystems.com](http://www.tmasystems.com)

## References

**<sup>1</sup>IT Service Management (ITSM) Market Size In 2022:**

<https://www.digitaljournal.com/pr/it-service-management-itsm-market-size-in-2022-top-countries-data-research-high-demand-share-industry-analysis-by-to-p-manufactures-growth-insights-and-forecasts-to-2028-128-report-pages#ixzz7aQc7nuFt>

## RELIABLE. INNOVATIVE. TRUSTED.

Empowering facilities management teams with powerful asset maintenance and management solutions.

TMA Systems provides facilities and asset management solutions that can be easily configured to your needs (CMMS, EAM, or IWMS). For more than 30 years, TMA has provided reliable, intelligent, and trusted software solutions that help facility executives deliver value by reducing downtime, increasing maintenance productivity, improving equipment reliability, and saving money.

Our flagship solution WebTMA provides all the functionality you need to manage and maintain your capital assets while optimizing maintenance team productivity.