

Workflow Design Consulting



Workflows dictate operations on all levels. They guide organizations to prepare for, track, support, and successfully adopt changes and manage processes.

Outdated and inefficient workflows cost organizations time and resources. They also cost employees energy and patience and may not adhere to current corporate auditing requirements.

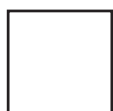
Mechdyne IT Services offers consulting services in workflow and infrastructure design, implementation and management. We have over 20 years of experience working with a myriad of ITSM tools, including our own Service Manager. We can develop customized solutions for:

- **On-boarding and off-boarding procedures**
 - including rules, forms, and management workflows
- **Facilities management**
- **PO lifecycle management**
- **I.T. infrastructure design and mapping**
- **And many more**

Our experts recognize the key to successfully utilizing any ITSM tool is how well the underlying workflows are built. To ensure efficiency and compliance, we adhere to Information Technology Infrastructure Library (ITIL) best practices and procedures, which are the world standard for IT service management.

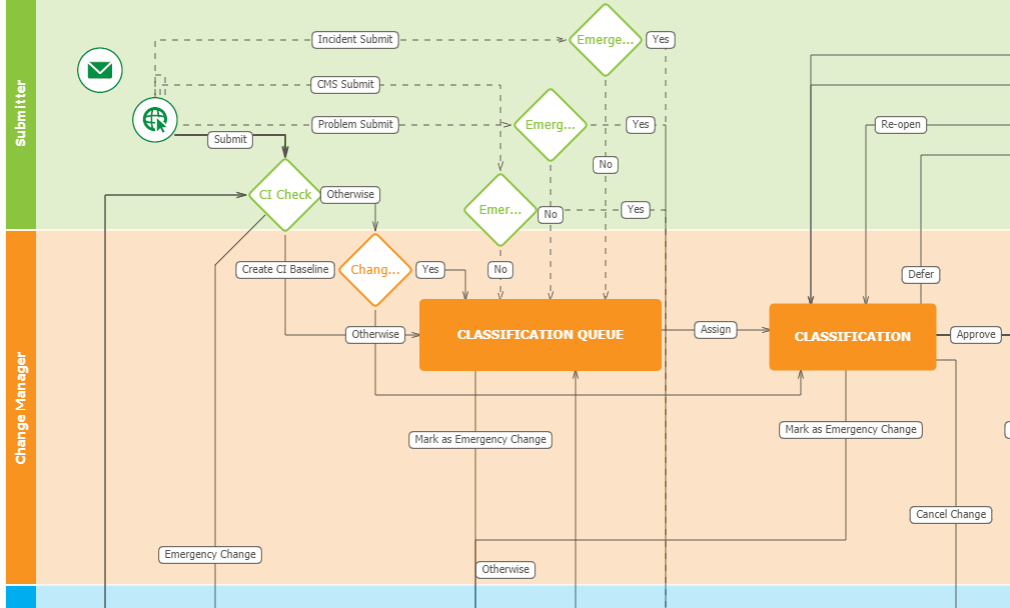
Mechdyne IT Service Benefits

- Unbiased, third-party assessment of current state including end-user input
- Bridge the gap between vision and objectives
- Increased utilization, productivity, and accuracy
- Optimization and automation of existing manual processes
- Using Mechdyne's Service Manager, our fully customizable ITSM system, paper processes can be converted to digital with customizable fields, supervisory review, on-demand reporting, and full change logs for auditors
- Experience based on 20 years of providing help desk support to varied organizations/markets



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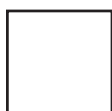
Mechdyne IT Services Workflow Consulting Provides:

- Assigned ITIL trained project leader
- Site discovery - Stakeholder and end-user interviews, review of existing processes, and/or site survey
- Objective feedback and best practices guidance
- Presentation of the current state of workflows and technology with recommendations for improvement
- Project plan with regular checkpoints
- Documented process description with workflow or infrastructure diagram
- Fully customized ITSM solution from Mechdyne's Service Manager, or a development plan for use with existing technology
- Post implementation analysis of increased utilization and productivity
- Ongoing availability for future support



About Mechdyne IT Services

Our 100% US-based IT professionals offer support including an ITIL best practices driven service desk, infrastructure management, and cybersecurity to increase efficiency and productivity. IT Services are a part of Mechdyne, a global technology leader that creates distinctive electronic, software, and services solutions to remove obstacles and enable businesses.



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