



OPERATIONSPATH

**RUN YOUR DEPARTMENT AS A DIGITAL BUSINESS WITH
AUTOMATED SERVICE**

KEY BENEFITS

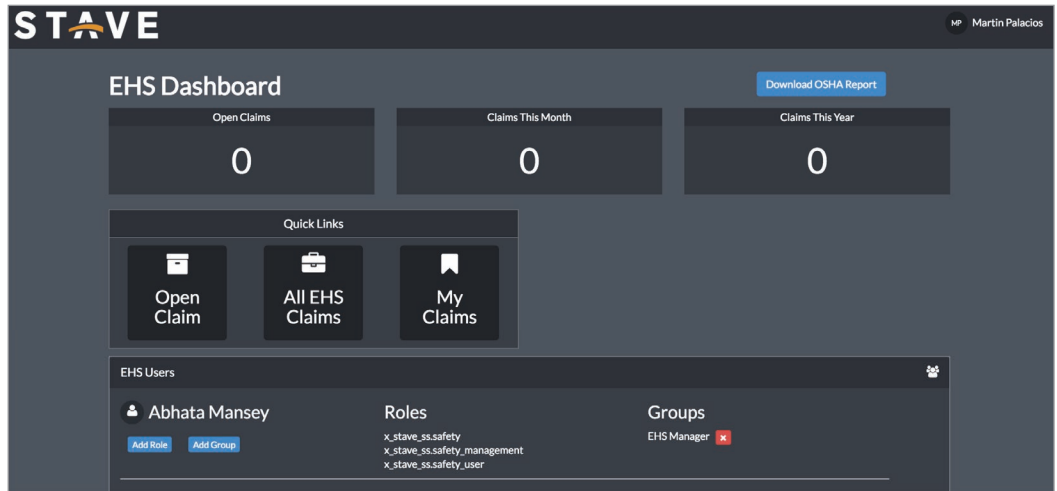
ORGANIZATIONAL BENEFITS

- Increase efficiency with automation
- Reduce administrative workload with self-service access
- Reduce risk with transparency and auditability
- Eliminate bottlenecks with digital collaboration

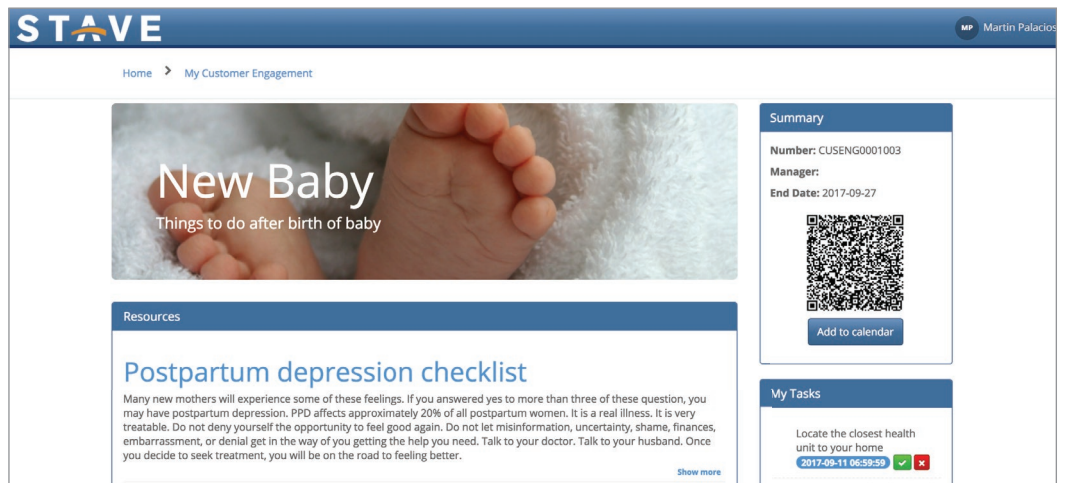
END USER BENEFITS

- Save time filling out long request forms with the simplicity of one-stop online shopping
- Save time creating and assigning tasks with templates

Provide end-to-end automation and visibility of the activities and services you supply with a centralized solution to manage activities and your workforce, deliver services, execute processes, manage data, share knowledge, and have complete control of your organization.



Visualize operational data through a modern, configurable self-service portal to provide real-time clarity



Digitize your process and information in a useful, modern and contextual way to improve customer experience



KEY OUTCOMES

- Gain real-time visibility into department operations activities, requests, issues and risks
- Automate submission and processing of requests, issues and incidents
- Formally document and complete complex activities through case management
- Avoid misunderstanding and delays caused by fragmented communication channels using centralized communications
- Increase efficiency
- Scale operations processes and activities through automation
- Increase accountability and eliminate delays and missed deadlines through task management

FEATURES

REQUEST AUTOMATION // Automate request and approval workflows from submission to routing, approval, monitoring, execution and delivery.

CASE MANAGEMENT // Improve the performance of your organization and collaborate to manage requests, resolve problems, perform investigations, settle claims, or perform other complex activities.

EVENTS AND ACTIVITIES // Coordinate, plan and communicate events and activities for your organization.

MEETING AND ACTION ITEMS // Manage meetings, read-aheads, meeting minutes and taskers with an intuitive and easy to use meeting management system.

PERMITS AND PERMISSION // Issue, document and manage permits or other decisions and resources.

GOALS AND OBJECTIVES // Identify, document and communicate goals and objectives for any department, activity and event.

RELATIONSHIP MANAGEMENT // Manage the relationship between your organization and your internal and external customers, your partners and other organizations.

PARTNER // VENDOR MANAGEMENT // Manage the relationship, activities and outcomes between your organization and your partners and suppliers.

ASSESSMENTS // Formally assess anything. Use assessment forms and checklists to perform regular and repeating tasks and to prepare for infrequent compliance activities.

BUDGETS AND EXPENSES // Create budgets and manage expenses against events, activities, projects, customers, vendors and others.

WORK ORDERS AND TASK MANAGEMENT // Assign work orders or other tasks to your staff, field personnel and others within the organization.

COMMUNICATIONS // Formalize, approve, and document structured communications. Send to targeted individuals, groups and communities over multiple channels.

KNOWLEDGE MANAGEMENT // Share information with the internal and external community, including FAQs, reference documents, policies, work instructions, self-help articles and troubleshooting guides, service documentation, warranty information, reference documents, templates, and more.

ISSUES AND RISKS // Manage organization issues, risks and non-conformance items with a structured method to keep milestones and remediation steps front of mind.

DOCUMENTS // Manage documents and attach them to any type of OperationsPath record.

WORKFORCE MANAGEMENT // Manage the availability, work location, capabilities, skills, talent management and career progression of your workforce all in one place.

MODERN PLATFORM // OperationsPath is built on ServiceNow, a secure, modern platform that provides additional features including Surveys, Request Collaboration and more.

ERP AND 3RD PARTY SYSTEM INTEGRATION // Stave OperationsPath can integrate seamlessly with your ERP or other 3rd party system, such as a CRM or EAM system, to offer a combined view of information and a cohesive central platform for all operations activities.

CONTACT US

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