

DownStream IT Workflow Management

As an IT manager, you may begin each day intending that your team accomplishes a detailed list of prioritized tasks. Unfortunately, things don't always go according to plan. Task priorities and resource assignments may change often during the day, especially if/when a network emergency needs to be addressed. You may want to make adjustments to your team's task list to add, update or remove items as needed during the day. At the end of the day, you may want to evaluate the priorities and statuses of all the tasks on your team's list as you gauge your workflow assignments going forward. Can you coordinate all your resources effectively using one workflow management application? You can with ConnectWise DownStream IT.

Evolve Technologies offers ConnectWise DownStream IT license extensions to provide IT managers with full visibility into critical project management functions enabling tighter control of network issues and improved response times. With DownStream IT, the IT managers' capacity to handle service and support, project management and business development is dramatically increased and managers are able to automate the routine, time-consuming tasks so that important information is readily accessible.

DownStream IT shows managers how their staff resources are being leveraged and when project milestones are achieved, which helps identify opportunities for improvement and ways to apply best practices in new areas.

DownStream IT enables you to be more strategic as well as more cost effective in deploying and monitoring your resources. No other professional service automation software provides this level of integration, insight and value.

DownStream IT provides several key functions that enable managers to monitor project progress and manage workloads more effectively to ensure maximum productivity throughout the work day:

Service Board

Immediate insight into the scope and significance of open IT issues is available in order to prioritize projects more effectively. Data views and search results are customizable based on stakeholder preferences.

Dispatch Portal

Resources are organized so that IT managers can immediately see the utilization status of their staff members. Helps maximize staff resources and monitor important project milestones.

Reports

Detailed metrics of employee and department performance validate IT department contributions. Easy to identify where improvements are needed or to provide direction for replicating past successes in new arenas.

Projects

Insight into strategic company initiatives allow IT managers to work more effectively to meet deadlines and business objectives.

Configurations

Visibility into fixed IT assets to see how your systems are integrated enables optimized utilization, functionality and performance. Your IT department can become the model of efficiency for your entire company.

DownStream IT can streamline your workflow dramatically and can exponentially increase the capabilities of your IT department's resources. With DownStream IT license extensions from Evolve Technologies, department heads can do more with the resources they have.

For more information about our quality IT support services call: **703-426-7100**, email: **info@evolvetech.com** or visit: **www.evolvetech.com**