



FORTY 8 FIFTY
LABS a verinext company



Lean ITSM for Great Service Experience

Forty8Fifty Labs is the Atlassian IT service management (ITSM) expert that will help you transform your service experiences into engagements that are fast, flexible and simply fun.

No matter where you are on your ITSM journey, we'll empower your team with the Jira Service Management features you need to unlock productivity and deliver value - fast.



**ITSM
Customizations**



**ITSM
Service Optimization**



**ITSM
Beyond IT**



ITSM Customizations

Customize Your Service Desk Experience.

At Forty8Fifty labs, we are the experts in integrating your favorite software tools with Jira Service Management. Our ITSM customization services will connect your service desk with the apps and tools your users want to remain happy and productive.

- ✓ Service desk environment optimization
- ✓ Custom add-on integrations with the Jira Service Management API
- ✓ Integration with Slack and Microsoft to Salesforce, Google AWS and more
- ✓ Empower teams through collaboration and faster remediation



ITSM Service Optimization

Drive Continuous Service Improvement.

ITSM solutions architected, built and managed by Forty8Fifty Labs deliver the ongoing high-performing service desk experience you need to move business forward.

- ✓ KPIs crafted for your specific requirements
- ✓ ITSM performance alignment with critical SLA targets
- ✓ Cost-per-service request time reductions
- ✓ Improved first-call resolution time



ITSM Beyond IT

Empower Your Business through Collaboration.

Forty8Fifty Labs will help you drive connected collaboration across your business, from IT to facilities, HR, legal and more. We'll get your teams productive, collaborative and engaged.

- ✓ Plan build and ship quality products
- ✓ Streamline people management
- ✓ Operate with compliant reliability
- ✓ Deliver outstanding service and support

About Forty8Fifty Labs

Forty8Fifty Labs is the company that innovates to create your differentiation. A wholly owned subsidiary of Verinext, Forty8Fifty Labs specializes in software engineering, data analytics and AI, intelligent automation and Atlassian solutions to empower enterprises to innovate and operate at the speed of business. The company's passionate, experienced team is hyper-focused on helping customers set themselves apart for a competitive advantage. Operating across four interlocking principles – build, modernize, manage and secure – Forty8Fifty Labs delivers modern technology solutions for today's digital business.

For more information, visit forty8fiftylabs.com.

