

# Flycast Partners is Your All-In-One Source for Enterprise Service Management



**1.7k+**  
Customers in  
North America



**5.8k+**  
IT Implementations  
and Services



**US-Based**  
Vendor-and  
ITIL-Certified

## Multi-Solution Expertise



IT Service  
Management



IT Asset  
Management



IT Operations  
Management



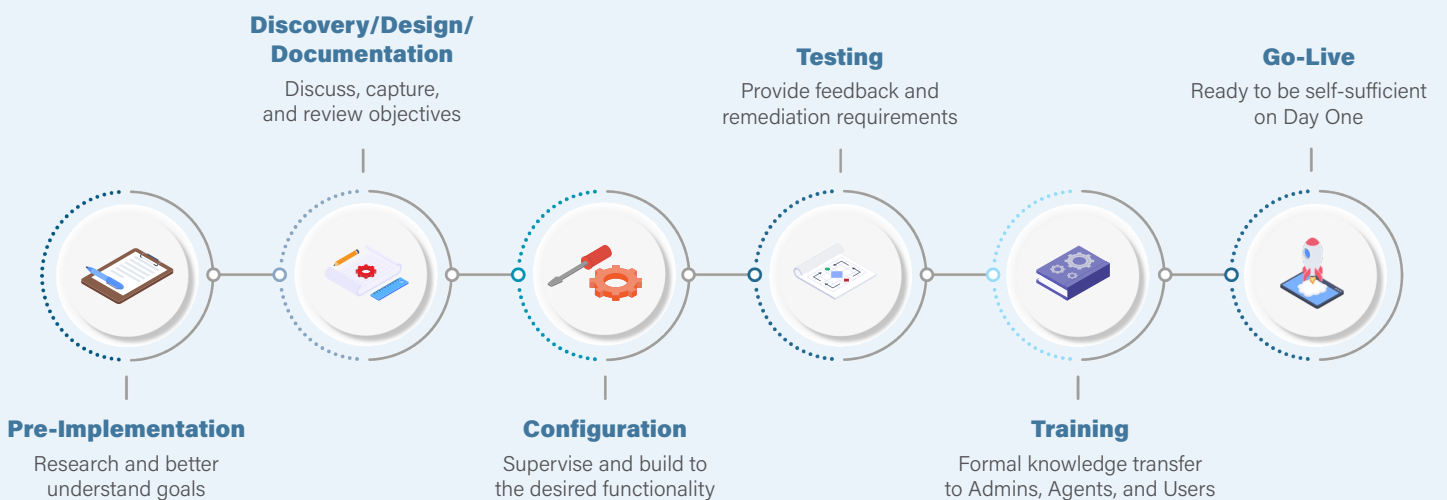
Endpoint  
Management

Since 2011, Flycast Partners has excelled in IT implementations and service enhancements, providing product-agnostic evaluations to help our customers select solutions and tools based on best value and organizational objectives.

## New Implementations + Replacements | Custom Enhancements

Recognized as Partner of the Year from multiple technology vendors with Gartner-leading solutions, Flycast Partners possesses extensive industry expertise, with deep knowledge encompassing the entire IT spectrum: market analysis, process design, deployment, training, and best practices.

Our US-based vendor- and ITIL-certified experts work in parallel with your resources, addressing all aspects of the project's planning, implementation, and support cycles, to ensure your technology and teams are set up for success.



## Centralize Support and Services For IT and Business Teams



Events



Facilities



Finance



HR



Legal



Procurement



Security



Travel

### Remote Administration Services

Enhancements | Problem Resolution | Ongoing Administration/Support

- Easy access to experts
- Free up critical resources
- Accelerate project timelines
- Improve system performance
- Optimize tool utilization
- Build complex workflows
- Implement best practices
- Deploy customizations faster
- Configure seamless integrations
- Enhance business continuity

### Training

**ITSM/ITIL Simulations**

**User Adoption Campaigns**

Stakeholders and Users

**Solution Best Practices**

Admins and Agents

**Certifications**

ITIL 4 Foundation, Advanced ITIL Courses, and ITSM Essentials

### Professional Services

Flycast Partners can rapidly deploy and scale new improvements and additional capabilities to your existing environment.

#### Gap Analysis

#### Training in Best Practices

#### Custom Integrations

- Automation Tools
- Discovery Solution for CMDB
- Expand ITAM Processes
- External Systems
- Third-Party Tools

### Design and Configure Additional ITIL Processes

- Change Management
- Configuration Management
- Problem Management
- Release Management

### Develop OOTB or Custom Automation

- Ticket Assignments
- Time-Based Automations
- Nudge Notifications

### Advanced Workflows and Self-Resolution Functions

- Self-Service Features
- Service Catalog
- Conversational Interface Design
- Adding/Setting up Chatbots
- AI Features and Capabilities